CoIN Changes CRM User Guide

Ref No:	N3SP-SPL-AGR-001
Version:	1.0
Author:	Stephen Shephard
Date:	09/08/10
Document Status	Approved

N3 managed on behalf of the NHS by BT

All information in this document is provided in confidence for the sole purpose of adjudication of the document and shall not be used for any other purpose and shall not be published or disclosed wholly or in part to any other party without BT's prior permission in writing and shall be held in safe custody. These obligations shall not apply to information which is published or becomes known legitimately from some source other than BT

Copyright British Telecommunications plc 2010
Registered Office: 81 Newgate Street, London EC1A 7AJ

Document Information

This document is available in two forms, controlled and uncontrolled. The controlled variant is maintained electronically and accessed by authorised persons of the N3SP Document Library. Uncontrolled variants are all other electronic and printed copies.

Document Title	CoIN CRM User Guide		
Version	1.0	**Issue Date**	09/08/10
Doc Ref	N3SP-SPL-AGR-001	**Security Classification**	Not to be shown outside N3SP, NHS CFH and the CoIN Community
Review Date		**Controlled Release**	Yes
Doc Status	Approved		
Author	Stephen Shephard	**Title**	Systems Lead Consultant
Tel:	+44191 222 4649	**E-Mail**	stephen.2.shephard@bt.com
Owner	Alex Elwood	**Title**	Head of Business Management
Tel:	+447715 486166	**E-Mail**	alex.elwood@bt.com

Version Control

The latest approved version of this document supersedes all other versions, upon receipt of the latest approved version all other versions should be destroyed, unless specifically stated that previous version (s) are to remain extant. If any doubt, please contact the document Author.

Version No	Date	Who	Summary of changes
0.1			Initial Draft
0.2	30/06/10		Updated to reflect CRM Changes
0.3	06/07/10		Updated Financial aspects
0.4	08/07/10		Formatting
0.5	26/07/10		Updated following NHS CFH Review
1.0	09/08/10	Document Approvers	Approved with implemented changes.

Document Approver(s)

Name	Organisation	Title
Alex Elwood	N3SP	Head of Business Management
Judith Nash	NHS CFH	N3 Deployment Planning Manager

Distribution List

Name	Organisation	Title
Fully Managed CoINs	NHS	N/A

©British Telecommunications Plc 2010

Contents

1 COIN REQUESTS VIA CRM 4
2 INTRODUCTION 5
3 PRE-REQUISITES TO REQUESTING COIN SERVICES 6
4 REQUESTING NEW COIN SERVICES VIA CRM 8
5 QUOTES FOR COIN SERVICES ON CRM 18
6 REQUESTING COIN CHANGES VIA CRM 21
7 'IN FLIGHT' OR 'IN SERVICE' CHANGE REQUEST 21
8 IN FLIGHT / CANCEL REQUEST 25
9 IN SERVICE / EXTERNAL MOVE 31

©British Telecommunications Plc 2010

1 CoIN Requests via CRM

This User Manual has been produced to assist 'Fully Managed' CoIN Customers raise Category 3 Change Requests for the following services:

- New Provide
- Upgrade/Downgrade (Re-grade on CRM)
- External/Internal Move
- Cancellation
- Ceases

For all other CoIN types e.g. Wires Only, Managed Gateways, Bespokes etc and other changes not listed above e.g. Milestone Moves and Bespoke Orders please continue to submit changes via the manual CRF or contact the N3SP Helpdesk on 0800 085 0503 Opt 3.

The N3 portal provides functionality for placing either a 'Request for a Service' e.g. a request for a new N3 service or to 'Place Change Requests' e.g. a change to an existing N3 Service.

In order to use access CRM you will require a CRM user account, further details on how to apply for an account can be found using the below link:

http://n3.nhs.uk/crmuserguide.cfm

©British Telecommunications Plc 2010

2 Introduction

Please read this guide before attempting to request CoIN Services on-line.

The variety of different NHS organisations, sites and local situations has demanded a complex set of CoIN services, any one of which requires important information to be captured about locations, Customer contact details, and the services required to ensure a successful delivery.

The N3 Customer is responsible for providing this information and ordering the correct CoIN service.

The N3 Account Managers and Help Desk are available to assist you.

If you have questions call the Help Desk on 0800 085 0503, Option 3.

Ordering CoIN Services on-line is a straightforward procedure, however it requires preparation and an understanding about the CoIN Service required and how the on-line system supports a successful request.

Failure to provide the required information will result in N3SP not being able to accept the change. This means the change will be cancelled and a new change request will be required.

In addition if the information provided is incorrect and the order progresses resulting in an incorrect delivery, the Customer will be liable for any associated charges.

A wide range of CoIN services is available, tailored to the number of users, the business needs of the Site / Organisation and the technology available within each CoIN.

The N3 portal provides the ordering functionality for placing a Request for Service for the following types of CoIN service requests:

Order a New CoIN Service : For Customers wishing to place an order for a new CoIN service.

Change an Existing CoIN Service : For Customers who need to make a change to an existing order which is in delivery, or make a change to a CoIN service that is currently in-life (installed and operational).

©British Telecommunications Plc 2010

3 Pre-requisites to requesting CoIN Services

In order to request a CoIN service, a set of pre-requisites are required. This ensures that N3SP has all the necessary information required to deliver the CoIN service according to your requirements.

Sites: A Site is where the CoIN service will be delivered. The site at which the service is required must exist on the CRM system in the **"Site"** section. New sites can be added using the ***"Add New Site"*** button.

To ensure that new sites are added quickly it is recommended Customers check that the site is also registered with NACS / ODS, the NHS organisational code system.

Failure to provide a correct NACS / ODS code may also impact on NHS CFH funding for the site.

Site information must be current and correct for successful delivery.

If information is incorrect, any additional delivery charges incurred will be payable by the Customer's organisation. The ***"Update Data"*** button can be used to update incorrect information.

ACTION: Please check that the site name, address, postcode and site telephone number are correct.

Customer and Site contacts: To enable N3SP to deliver a CoIN service you need to ensure that the 'Site' and the 'Customer' has the correct primary and secondary support contact roles assigned.

A Customer is the person/organisation who is requesting the CoIN service on behalf of the Site. N3SP provides the Customer contact with information about the service being requested.

N3SP will liaise with the Site Contract to schedule appointment(s) for deliveries and site visits. These details will also be notified to the nominated customer contact. N3SP will liaise with the Customer contact throughout the life of the service.

Customer contact details can be updated during the process explained below. The primary site contacts will be used by N3SP to arrange individual site appointments. They will also receive confirmation of the service being ordered, local responsibilities and confirmation of any appointments agreed. N3SP only liaises with a site directly during service delivery. Site contact details can be updated during the process explained below.

ACTION: Remember to check the correct Customer and Site contacts have been defined.

Active Network Devices: The number of active network devices for each site **must** be provided if it does not already exist on the CRM system.

If the number of network devices has not been specified e.g. set to zero, then NHS CFH will be unable to confirm funding for the site. As a result N3SP are unable to process requests for sites which do not have a device count.

Please note: Changing the device count for a site will NOT change NHS CFH funding. To request a change in NHS CFH funding, a manual "regrade" CRF must be completed and submitted.

The current number of network devices can be viewed in the Site section of the CRM system and changed/updated by pressing the site update button and entering the number of network devices in the "Site Update" on-line form. Once you have submitted this form the details are checked by N3SP and within a few days, the fields are updated.

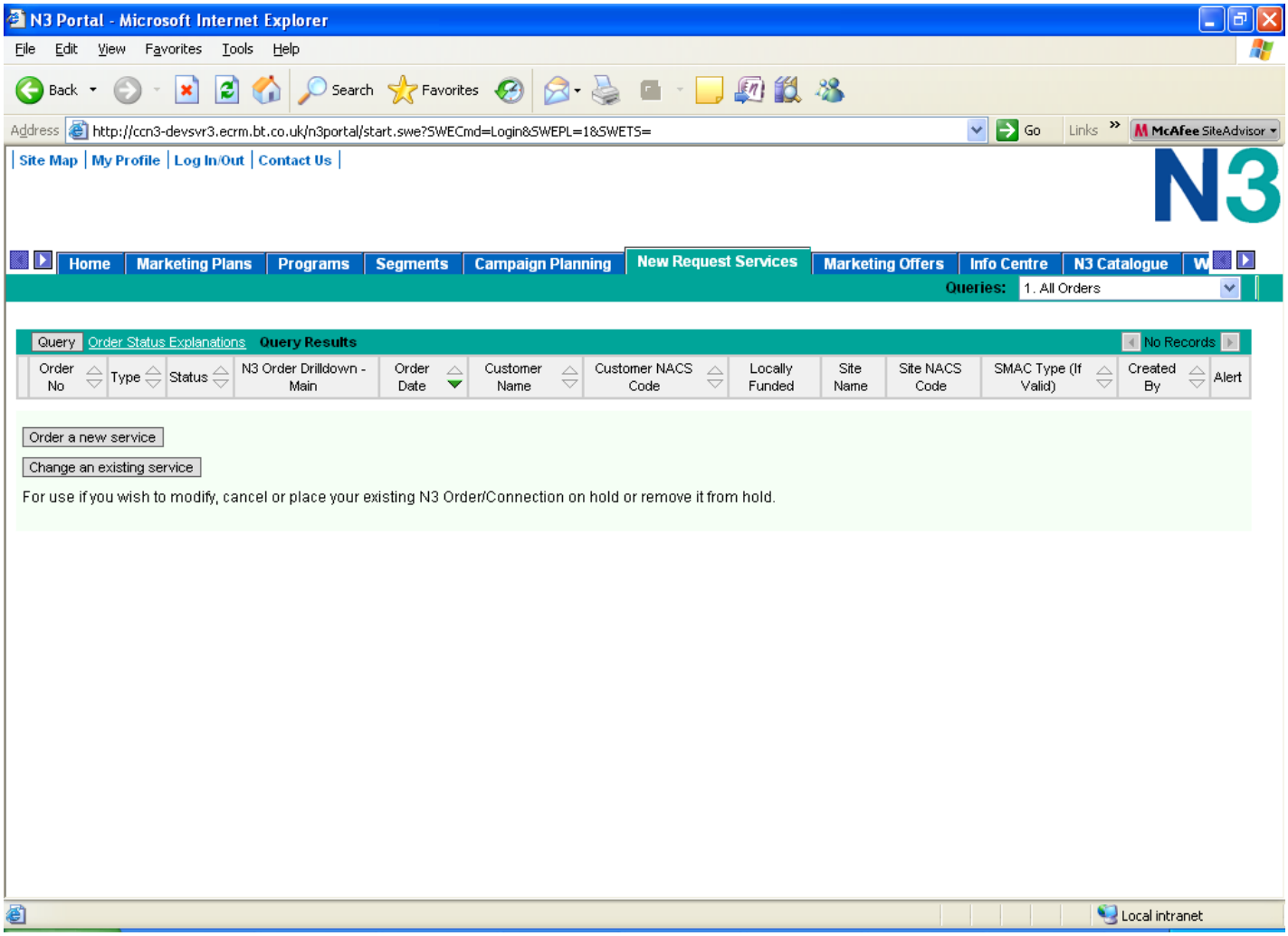
©British Telecommunications Plc 2010

ACTION: Please check device counts for all sites are recorded accurately.

©British Telecommunications Plc 2010

4 Requesting New CoIN Services via CRM

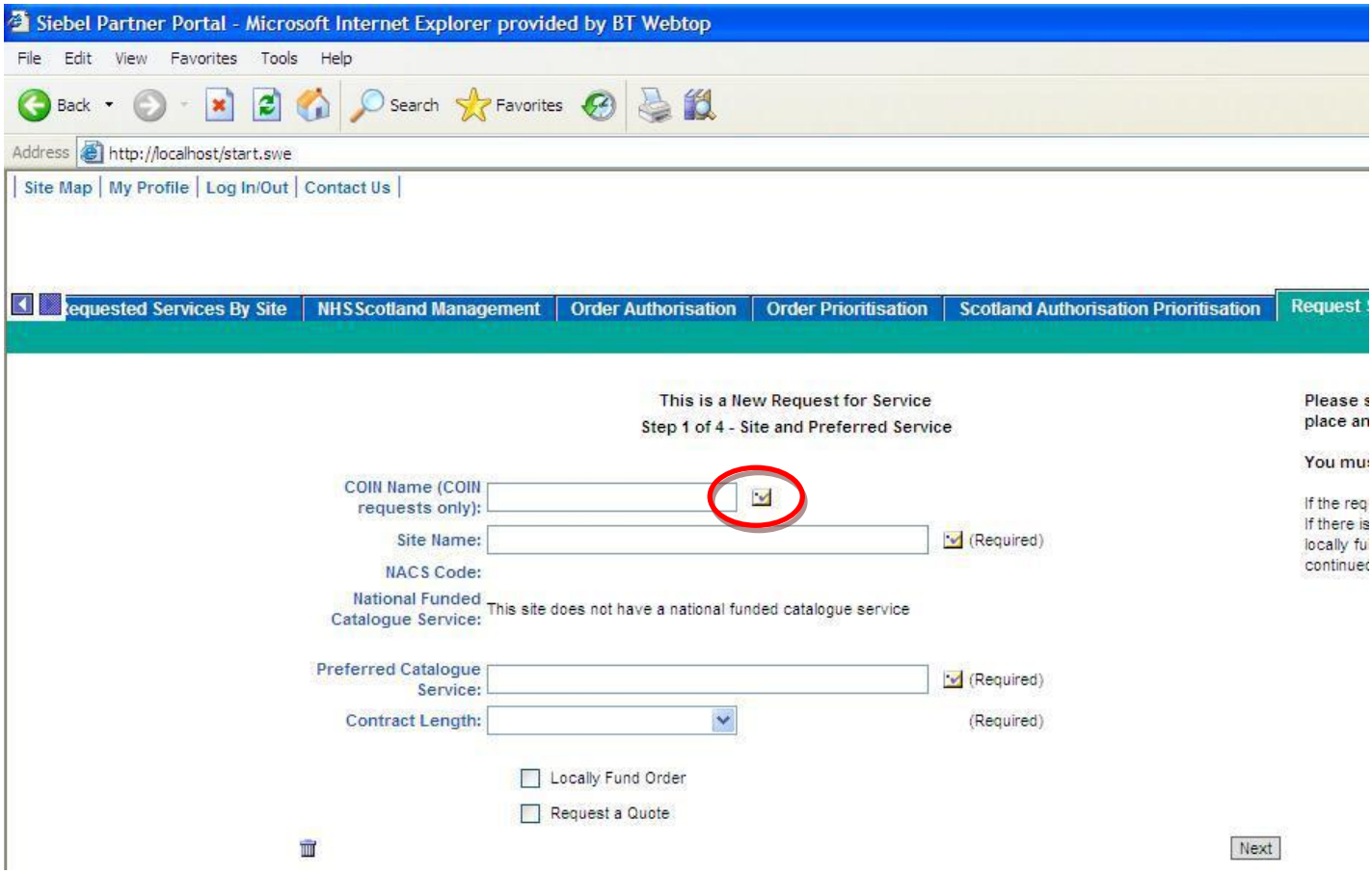
Clicking on the ***'New Request Services'*** tab, will navigate you to the following screen:



©British Telecommunications Plc 2010

Order a New Service: For Customers wishing to place an order for a CoIN service.

One you have clicked on the ***'Order a New Service'*** button you will be taken the screen below:

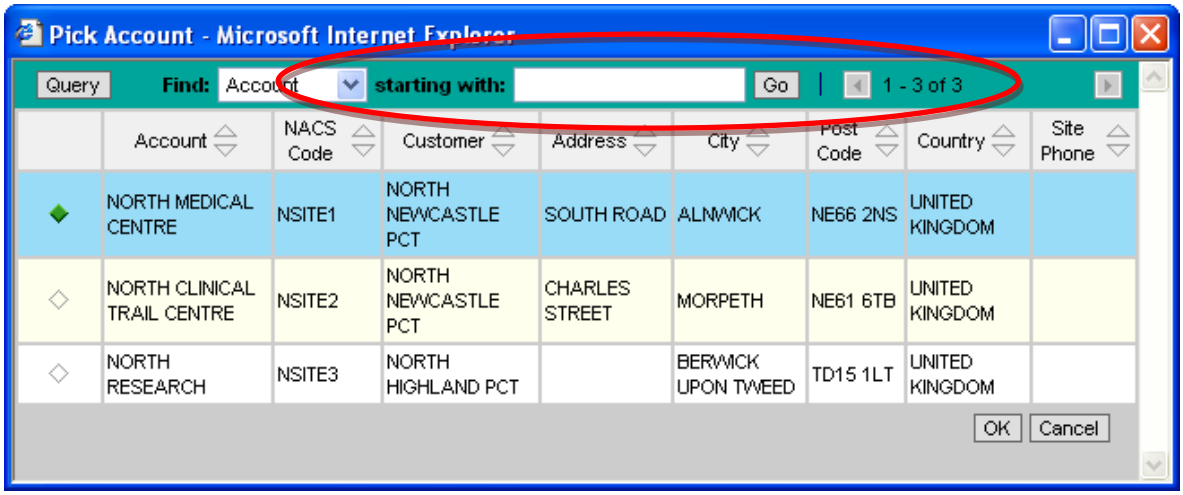

Siebel Partner Portal - Microsoft Internet Explorer provided by BT Webtop
File Edit View Favorites Tools Help
Back Search Favorites
Address http://localhost/start.swe
Site Map | My Profile | Log In/Out | Contact Us |
equested Services By Site
NHS Scotland Management
Order Authorisation
Order Prioritisation
Scotland Authorisation Prioritisation
Request
This is a New Request for Service
Step 1 of 4 - Site and Preferred Service
COIN Name (COIN requests only):
Site Name:
(Required)
NACS Code:
National Funded Catalogue Service:
This site does not have a national funded catalogue service
Preferred Catalogue Service:
(Required)
Contract Length:
(Required)
Locally Fund Order
Request a Quote
Next

CoIN Name:
First you must select the CoIN Name. To do this you will need to click on the Glyph to the right of the field 'CoIN Name' as circled above. You will be presented with a pop-up list of CoINs. Choose your CoIN and press the OK button.

Note that the 'Locally Fund Order' flag will disappear, as all CoIN requests are subject to different funding rules from those applicable to standard catalogue services, and the Contract Length field will default to 5 Year Contract which is standard for most CoINs.

Site Name:
Next select the Site for which the service is being requested. Click on the Glyph to the right of the field 'Site Name'. After clicking the Glyph you will be presented with a list of sites, as shown on the next screen:

©British Telecommunications Plc 2010



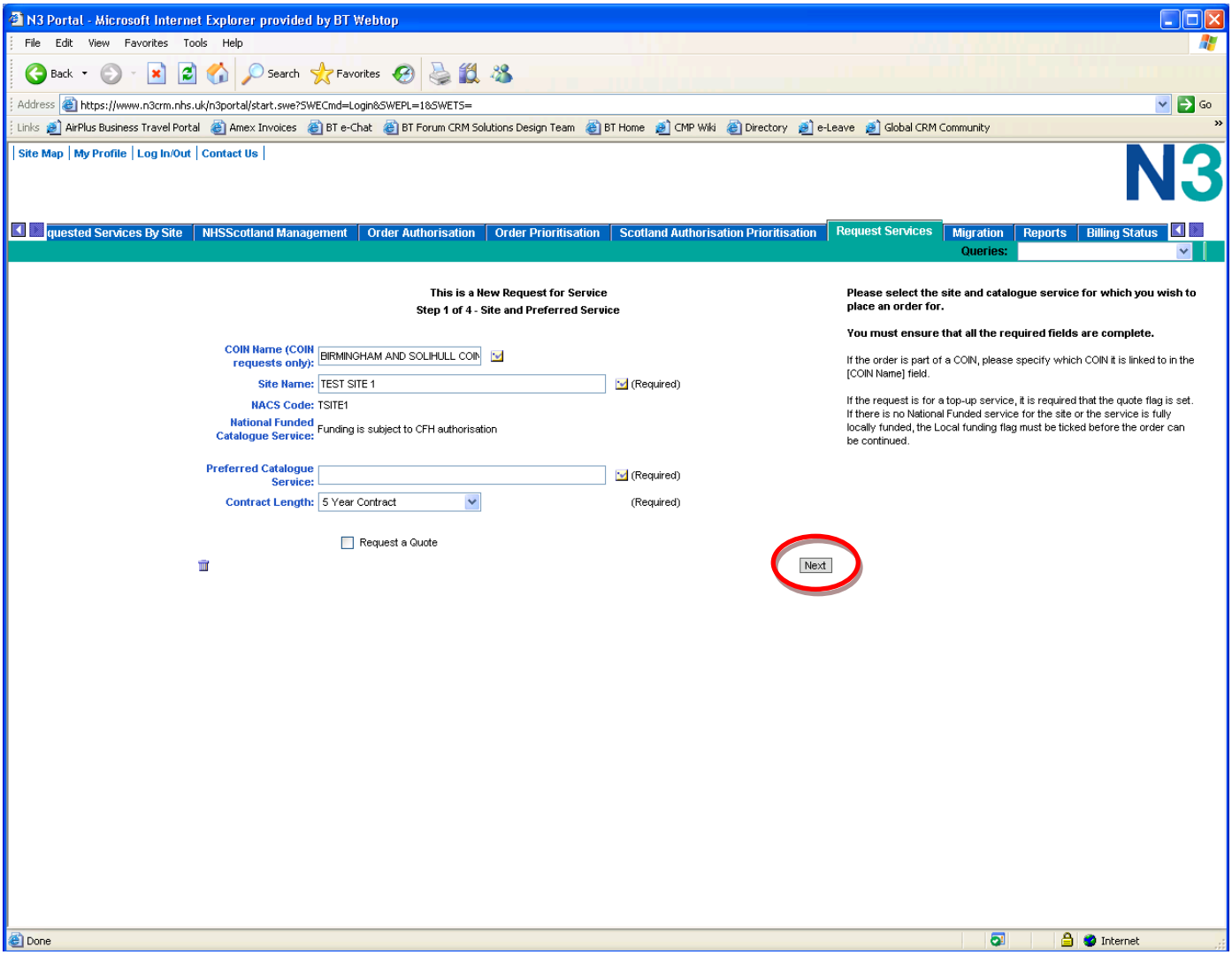
You can scroll through the list of sites by using the forward and backward arrows, however it may be easier to query for the Site you are looking for by using the find and search functionality as circled above.

All searches are CASE SENSITIVE. For example to find 'NORTH MEDICAL CENTRE' you will have to type in 'NORTH MEDICAL CENTRE' and NOT 'north medical centre'. Wild card searches are also supported in the CRM. These types of searches are useful and very powerful. For example, if you wanted to find all the sites where the name begins with the letter 'N' you would type 'N*' in the 'starting with' text box and then press the 'Go' button. This would return a list where a sites' name begins with the letter 'N'.

You can also search using multiple criteria. To do this click on the 'Query' button, enter search criteria into the relevant fields and then click 'Go'. An example of multiple search criteria is shown below:

Once you have found the site you wish to place the order against, click on the '◇' symbol to the left of the row. The '◇' symbol will turn green and the row will be highlighted in light blue.

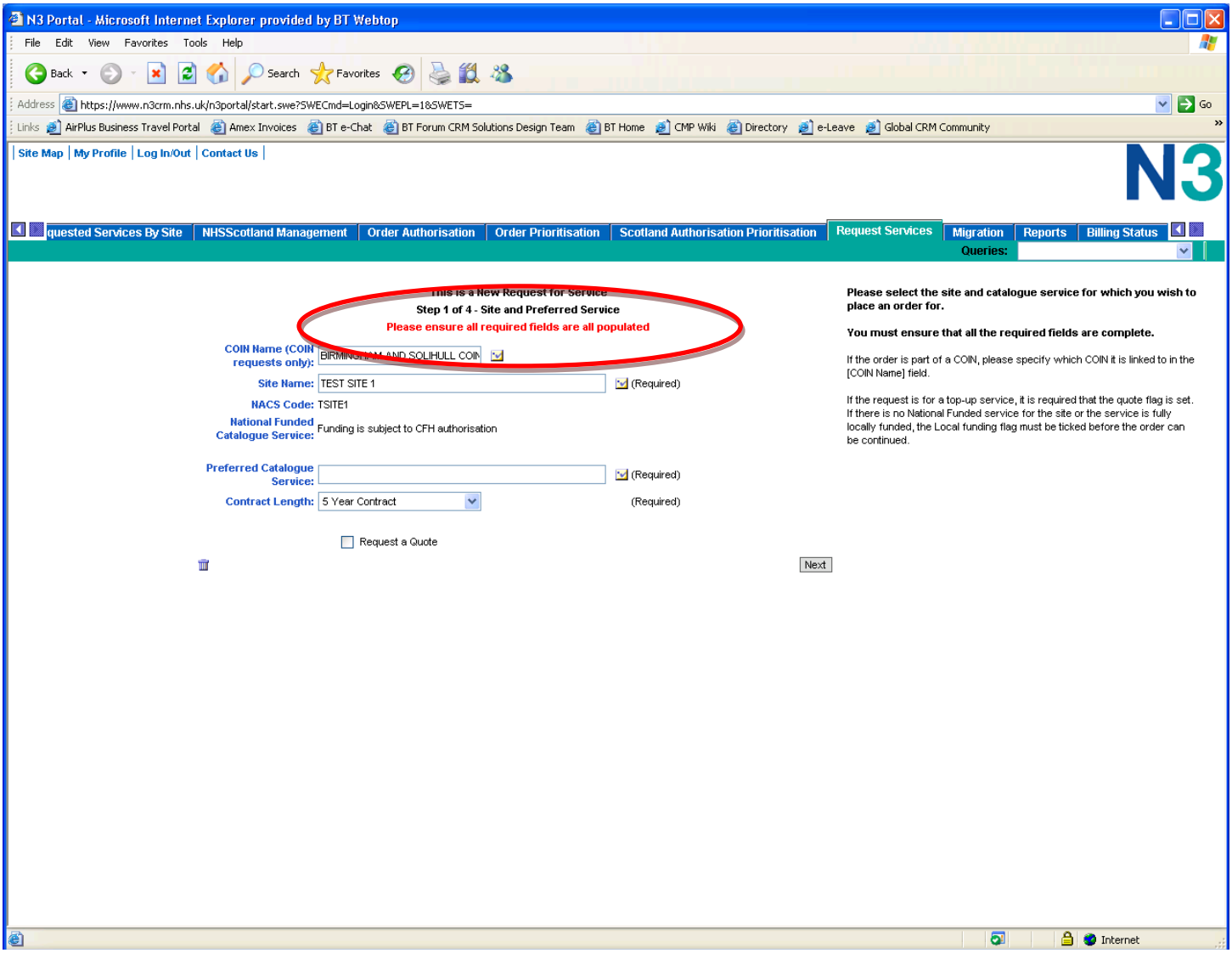
©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer provided by BT Webtop
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.n3crm.nhs.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Links AirPlus Business Travel Portal Amex Invoices BT e-Chat BT Forum CRM Solutions Design Team BT Home CMP Wiki Directory e-Leave Global CRM Community
Site Map | My Profile | Log In/Out | Contact Us |
N3
quested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries:
This is a New Request for Service
Step 1 of 4 - Site and Preferred Service
Please select the site and catalogue service for which you wish to place an order for.
You must ensure that all the required fields are complete.
If the order is part of a COIN, please specify which COIN it is linked to in the [COIN Name] field.
If the request is for a top-up service, it is required that the quote flag is set. If there is no National Funded service for the site or the service is fully locally funded, the Local funding flag must be ticked before the order can be continued.
COIN Name (COIN requests only): BIRMINGHAM AND SOLIHULL COIN
Site Name: TEST SITE 1 (Required)
NACS Code: TSITE1
National Funded Catalogue Service: Funding is subject to CFH authorisation
Preferred Catalogue Service: (Required)
Contract Length: 5 Year Contract (Required)
Request a Quote
Next
Done
Internet

Both the Site NACS / ODS Code and the 'Nationally Funded Catalogue Service' will auto populate. These are read only fields and cannot be changed.

You will not be able to proceed to the next step in the order placement process until all required fields have been populated. If you click the ***'Next'*** button as circled above, you will be presented with help text showing the fields which need to be populated, see below.

©British Telecommunications Plc 2010

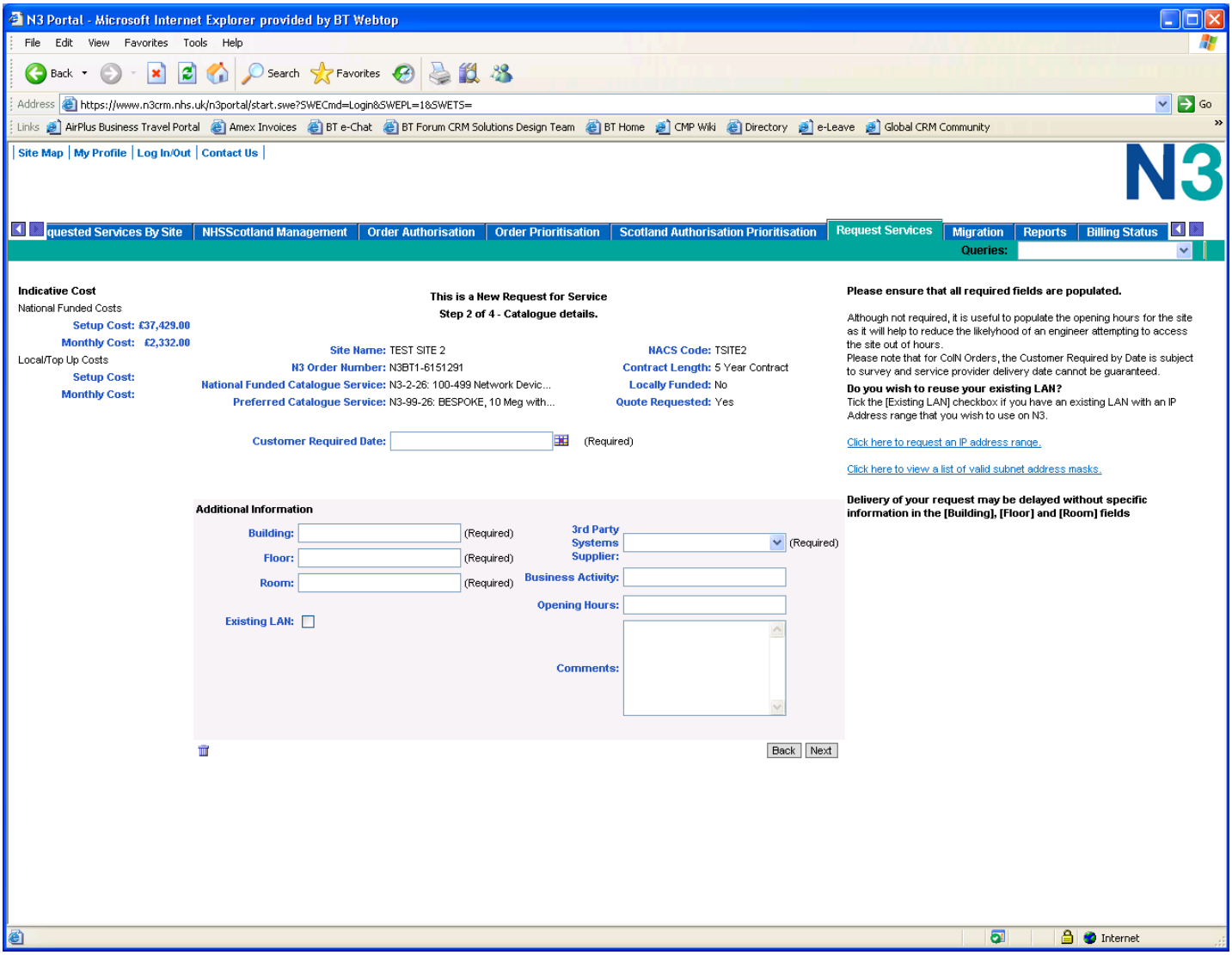

N3 Portal - Microsoft Internet Explorer provided by BT Webtop
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.n3crm.nhs.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Links AirPlus Business Travel Portal Amex Invoices BT e-Chat BT Forum CRM Solutions Design Team BT Home CMP Wiki Directory e-Leave Global CRM Community
Site Map | My Profile | Log In/Out | Contact Us |
N3
quested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries:
This is a New Request for Service
Step 1 of 4 - Site and Preferred Service
Please ensure all required fields are all populated
COIN Name (COIN requests only):
Site Name: TEST SITE 1 (Required)
NACS Code: TSITE1
National Funded Catalogue Service: Funding is subject to CFH authorisation
Preferred Catalogue Service: (Required)
Contract Length: 5 Year Contract (Required)
Request a Quote
Next
Please select the site and catalogue service for which you wish to place an order for.
You must ensure that all the required fields are complete.
If the order is part of a COIN, please specify which COIN it is linked to in the [COIN Name] field.
If the request is for a top-up service, it is required that the quote flag is set. If there is no National Funded service for the site or the service is fully locally funded, the Local funding flag must be ticked before the order can be continued.
Internet

Preferred Catalogue Service:
This is where you choose the CoIN Service you require. Only the CoIN services appropriate for your CoIN will be shown.

If you wish to order a CoIN Service that is not shown please contact the Help Desk on 0800 085 0503, Option 3.

Populate the remaining fields then click the ***'Next'*** button.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer provided by BT Webtop
Site Map | My Profile | Log In/Out | Contact Us
quested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries:
Indicative Cost
National Funded Costs
Setup Cost: £37,429.00
Monthly Cost: £2,332.00
Local/Top Up Costs
Setup Cost:
Monthly Cost:
This is a New Request for Service
Step 2 of 4 - Catalogue details.
Site Name: TEST SITE 2
N3 Order Number: N3BT1-6151291
National Funded Catalogue Service: N3-2-26: 100-499 Network Devic...
Preferred Catalogue Service: N3-99-26: BESPOKE, 10 Meg with...
NACS Code: TSITE2
Contract Length: 5 Year Contract
Locally Funded: No
Quote Requested: Yes
Customer Required Date: (Required)
Please ensure that all required fields are populated.
Although not required, it is useful to populate the opening hours for the site as it will help to reduce the likelyhood of an engineer attempting to access the site out of hours.
Please note that for CoIN Orders, the Customer Required by Date is subject to survey and service provider delivery date cannot be guaranteed.
Do you wish to reuse your existing LAN?
Tick the [Existing LAN] checkbox if you have an existing LAN with an IP Address range that you wish to use on N3.
Click here to request an IP address range.
Click here to view a list of valid subnet address masks.
Delivery of your request may be delayed without specific information in the [Building], [Floor] and [Room] fields
Additional Information
Building: (Required)
Floor: (Required)
Room: (Required)
Existing LAN:
3rd Party Systems Supplier: (Required)
Business Activity:
Opening Hours:
Comments:
Back
Next
Internet

The top-centre part of the screen holds summary information entered in the previous order screen, and to the right of the screen you will find help text that is dynamically displayed to help you through the order placement process.

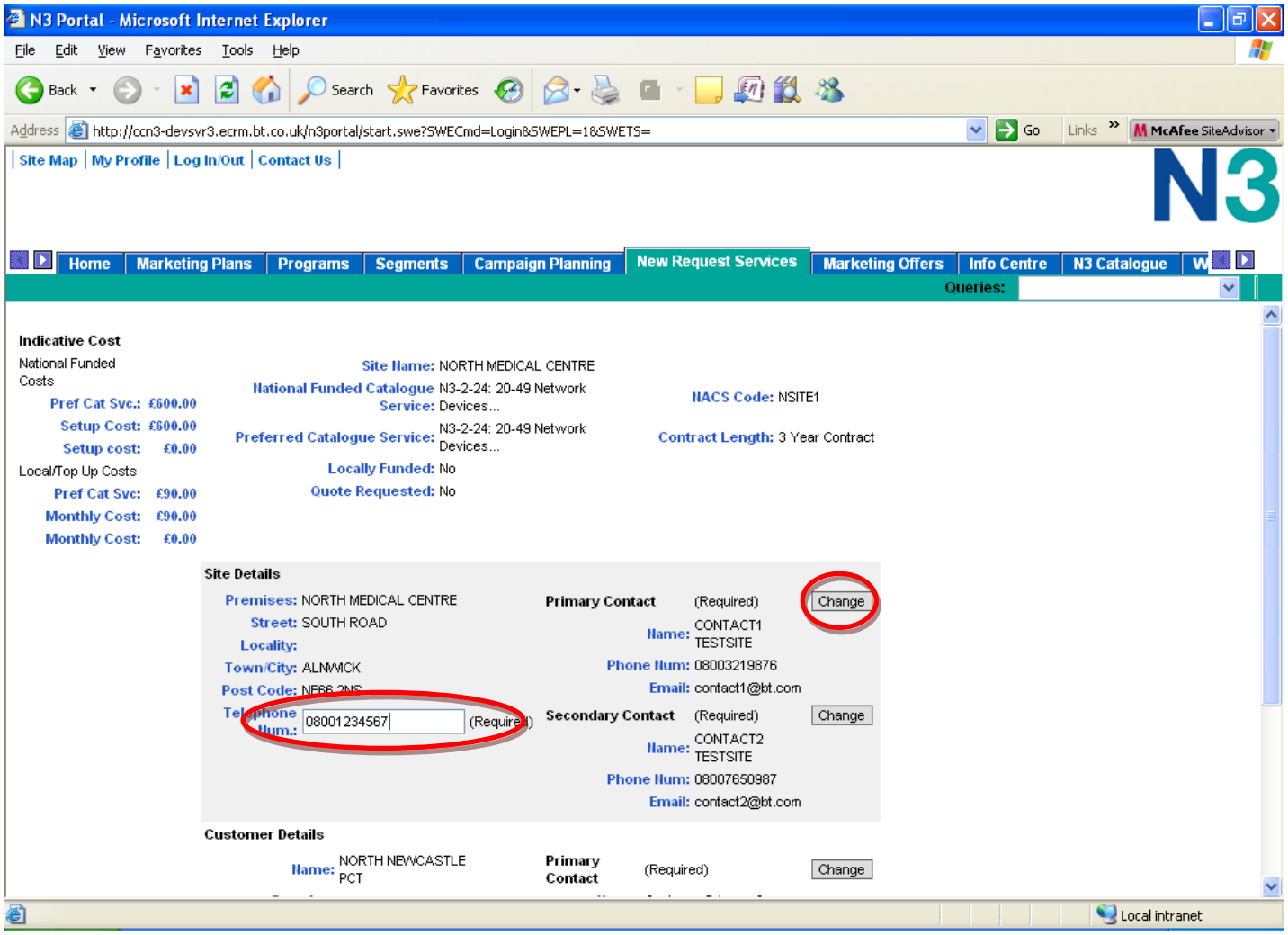
It is important that you provide as much information as possible to avoid delays and issues in delivery. This is also your opportunity to inform N3SP of any additional information.

After populating the remaining fields you will notice the following ***'trash can'*** icon and navigation buttons at the foot of the screen:

If you wish to delete the order and start again then click on the trash can icon as circled above. This will take you back to the main screen where you initiated your request to order a new service.

If you wish to amend details from the previous view then click on the '***Back'*** button, or click on the ***'Next'*** button to continue as shown below:

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us |
N3
Home | Marketing Plans | Programs | Segments | Campaign Planning | New Request Services | Marketing Offers | Info Centre | N3 Catalogue
Queries:
Indicative Cost
National Funded Costs
Pref Cat Svc.: £600.00
Setup Cost: £600.00
Setup cost: £0.00
Local/Top Up Costs
Pref Cat Svc: £90.00
Monthly Cost: £90.00
Monthly Cost: £0.00
Site Name: NORTH MEDICAL CENTRE
National Funded Catalogue Service: N3-2-24: 20-49 Network Devices...
Preferred Catalogue Service: N3-2-24: 20-49 Network Devices...
Locally Funded: No
Quote Requested: No
NACS Code: NSITE1
Contract Length: 3 Year Contract
Site Details
Premises: NORTH MEDICAL CENTRE
Street: SOUTH ROAD
Locality:
Town/City: ALNWICK
Post Code: NE66 2NS
Telephone Num.: 08001234567 (Required)
Primary Contact (Required) Change
Name: CONTACT1 TESTSITE
Phone Num: 08003219876
Email: contact1@bt.com
Secondary Contact (Required) Change
Name: CONTACT2 TESTSITE
Phone Num: 08007650987
Email: contact2@bt.com
Customer Details
Name: NORTH NEWCASTLE PCT
Primary Contact (Required) Change
Local intranet

The telephone number is used by N3SP to identify the local telephone exchange and calculate the best value CoIN service for that location.

This page captures the designated contacts at both **Customer** and **Site level**.

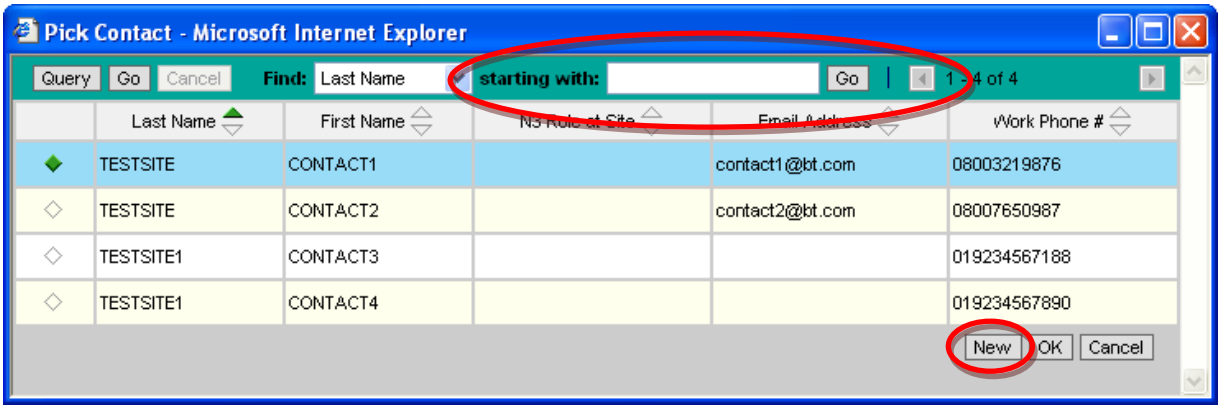
If Primary and Secondary Contacts have already been listed against a Site or Customer then these will be auto-populated. If not then these will need to be added to the order.

Having correct and up to date Customer and Site contacts associated to an order is vital.

N3SP will liaise with Primary and Secondary Customer contacts where necessary keeping them updated with the status, delivery and service commissioning of their ordered service. N3SP will also liaise with the designated Primary and Secondary Site contacts to agree appropriate appointment dates/times.

To add or change a contact click on the ***'Change'*** buttons at the respective contact level/type. You will be presented with a list of contacts as shown below:

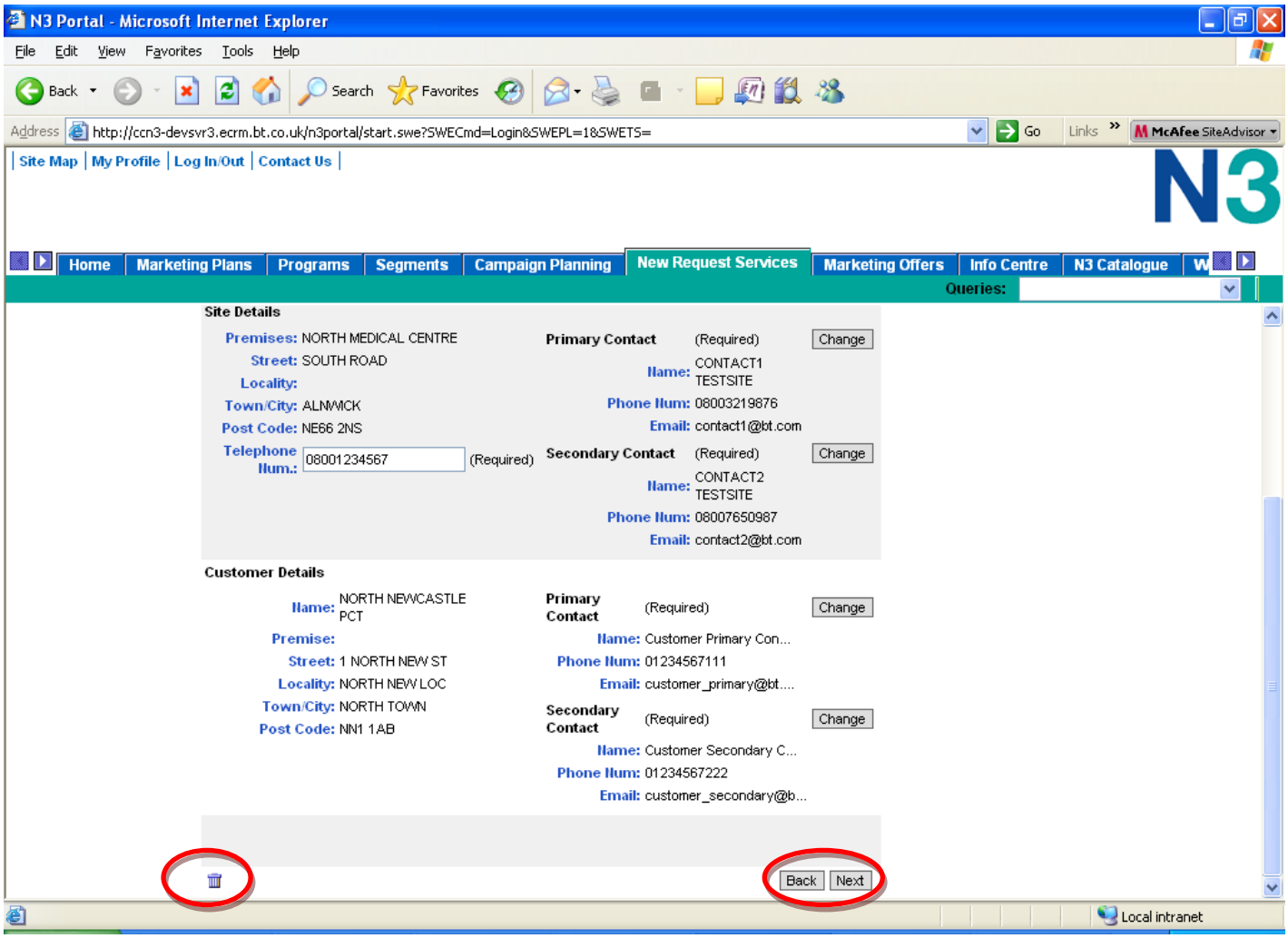
©British Telecommunications Plc 2010



As with the site search previously, you have the ability to query for the contact you are looking for by using the find and search functionality as circled above.

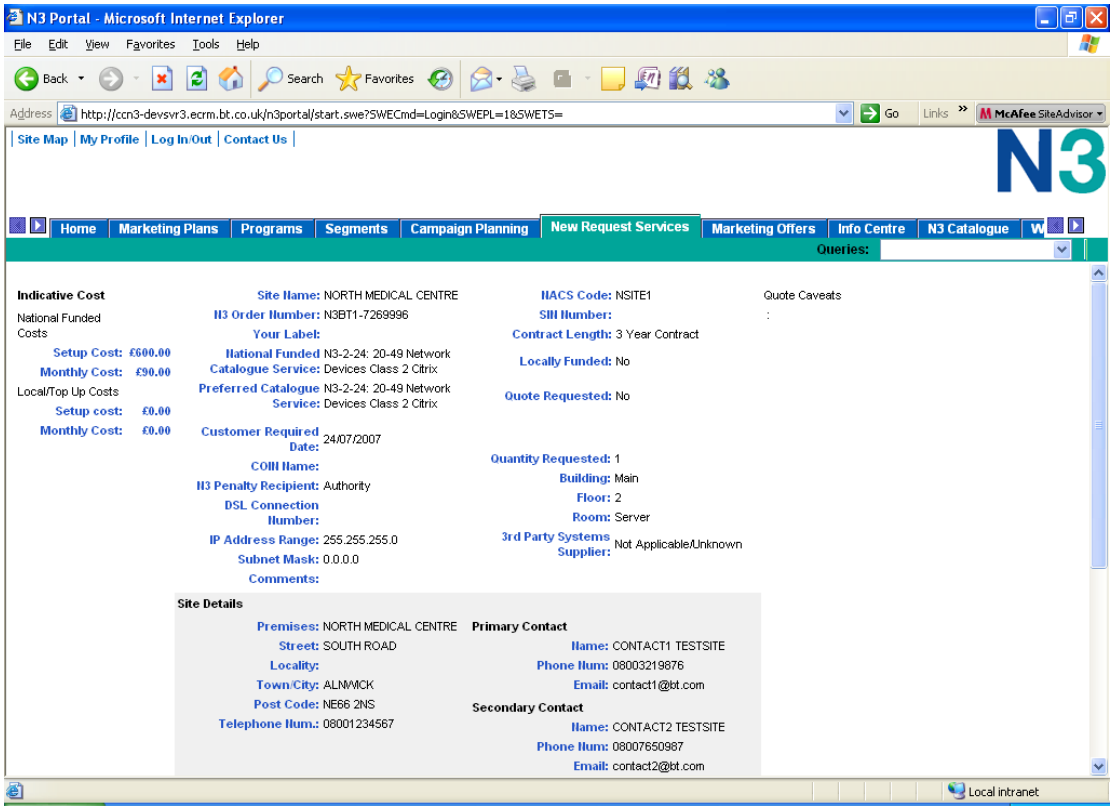
If the contact does not exist, a new contact should be created by clicking on the ***'New'*** button as circled above and entering the contacts' details.

Once you have found, or created the contact against which you wish to place the order, click on the '◇' symbol to the left of the row. The '◇' symbol will turn green and the row will be highlighted in light blue. Click on the ***'OK'*** button to be returned to the previous screen as shown below:

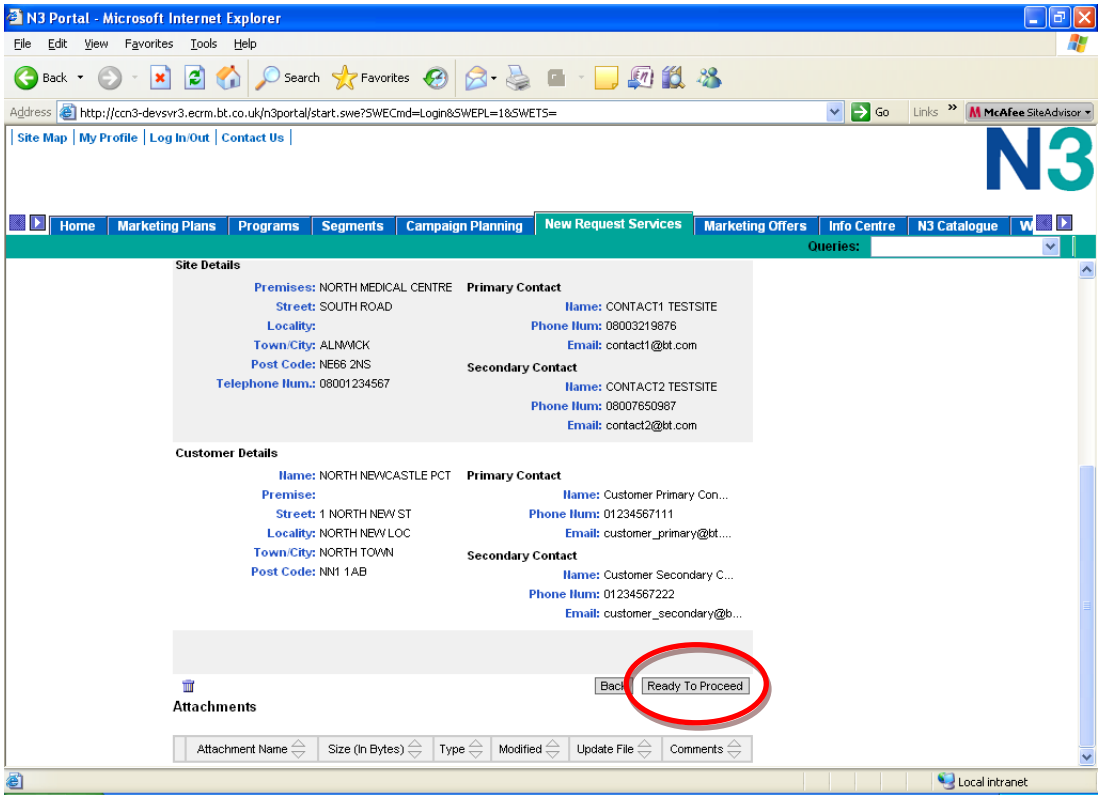


©British Telecommunications Plc 2010

The ***'Next'*** button will present the ***"Order Summary"*** screen.



Above is the top-half of the screen and below is the bottom-half:



©British Telecommunications Plc 2010

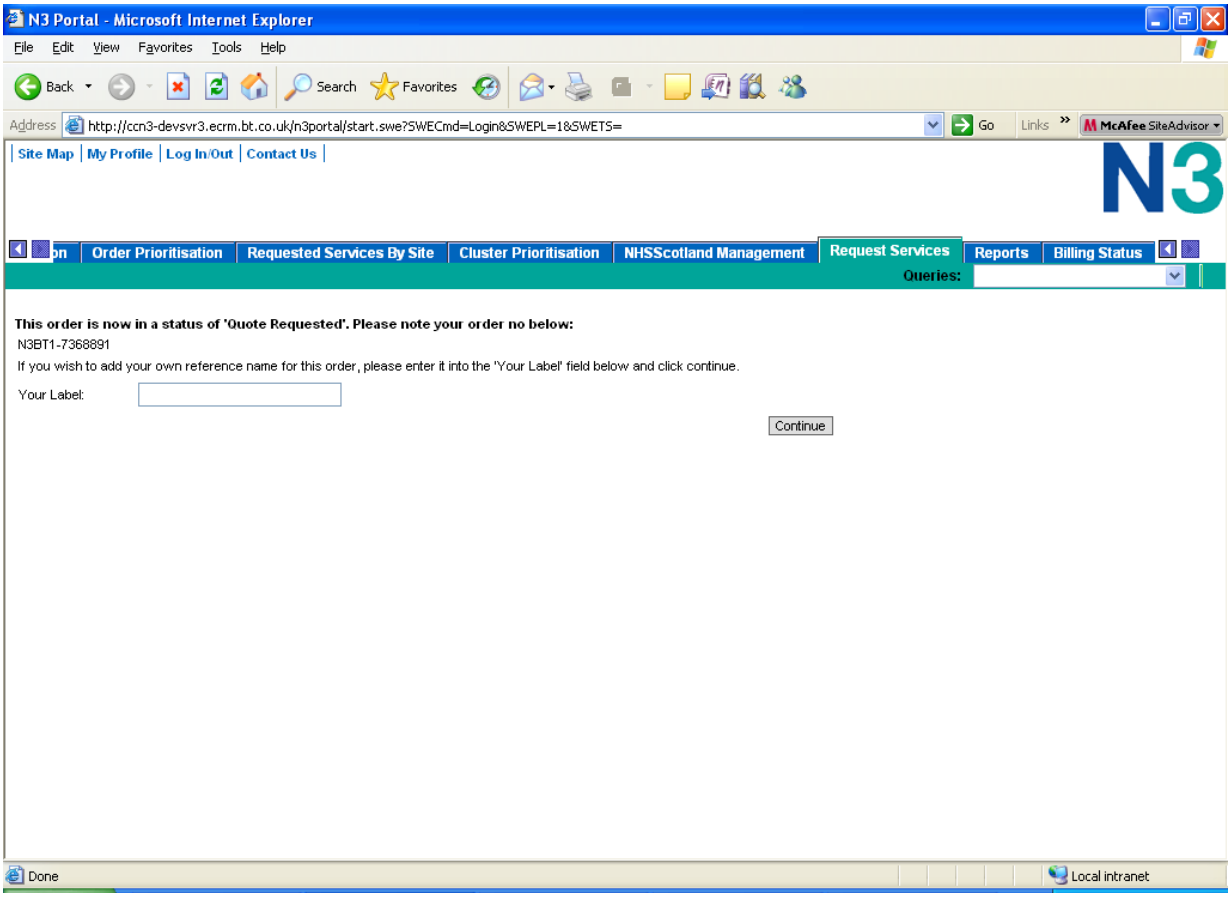
This page contains a full summary of the order before it has been submitted for quotation (Request Quote) or submitted for delivery (Ready To Proceed).

This screen allows you to review all the details prior to submitting your order.

If any details are incorrect, use the ***'Back'*** button to navigate to the relevant screens and modify as required.

If a quotation is not requested, as shown above, the ***'Ready To Proceed'*** button will be displayed***.*** If a quotation had been requested, the ***'Request Quote'*** option would also be displayed. To complete the process, click on the either the ***'Ready To Proceed'*** or ***'Request Quote'*** button as appropriate.

An acknowledgement page will then be displayed indicating the order reference number and order status.


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
N3
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This order is now in a status of 'Quote Requested'. Please note your order no below:
N3BT1-7368891
If you wish to add your own reference name for this order, please enter it into the 'Your Label' field below and click continue.
Your Label:
Continue
Done
Local intranet

The ***'Your Label'*** field is free text and not mandatory and can be used by the customer to add an internal reference or identifier to the order. Once populated, press the ***Continue'*** button to ensure the details are saved.

This completes the CoIN order placement process.

©British Telecommunications Plc 2010

5 Quotes for CoIN Services on CRM

If you have requested a quote for a new CoIN Service the quote request will be validated and prepared by N3SP. When ready, the quote values and caveats will be entered onto CRM for approval.

You will be sent an email similar to the following:

Subject: N3 - YOUR CRM QUOTE HAS BEEN GENERATED FOR ORDER NO. N3BT1-####### (Customer Name XXXXXXXX PCT)

Dear XXXXX,

This email is to confirm that your quotation request for XXXXXXXX (Order Number N3BT1-#######, NACS Code X#####, Customer Name XXXXXXXX PCT) has been completed. Your quotation is valid for 30 business days.

Please login to the CRM Portal http://www.n3crm.nhs.uk/n3portal/start.swe, click the 'Request Services' tab and select your order reference.

What happens next?

1. **To the left hand side of the screen will detail the costs to your organisation**
2. **Please read through the caveats on the right hand side and accept them by clicking the appropriate icon**
3. **Then to proceed with the order please click 'Ready To Proceed'**
4. **If you do not wish to proceed with the order please click 'Cancel'**

Should you have any queries please do not hesitate to contact the Client Engagement Team on 0800 085 0503 option 3 or alternatively email the team n3sp.client.engagement@bt.com.

For more information on products and services we offer why not check out our website http://www.n3crm.nhs.uk/

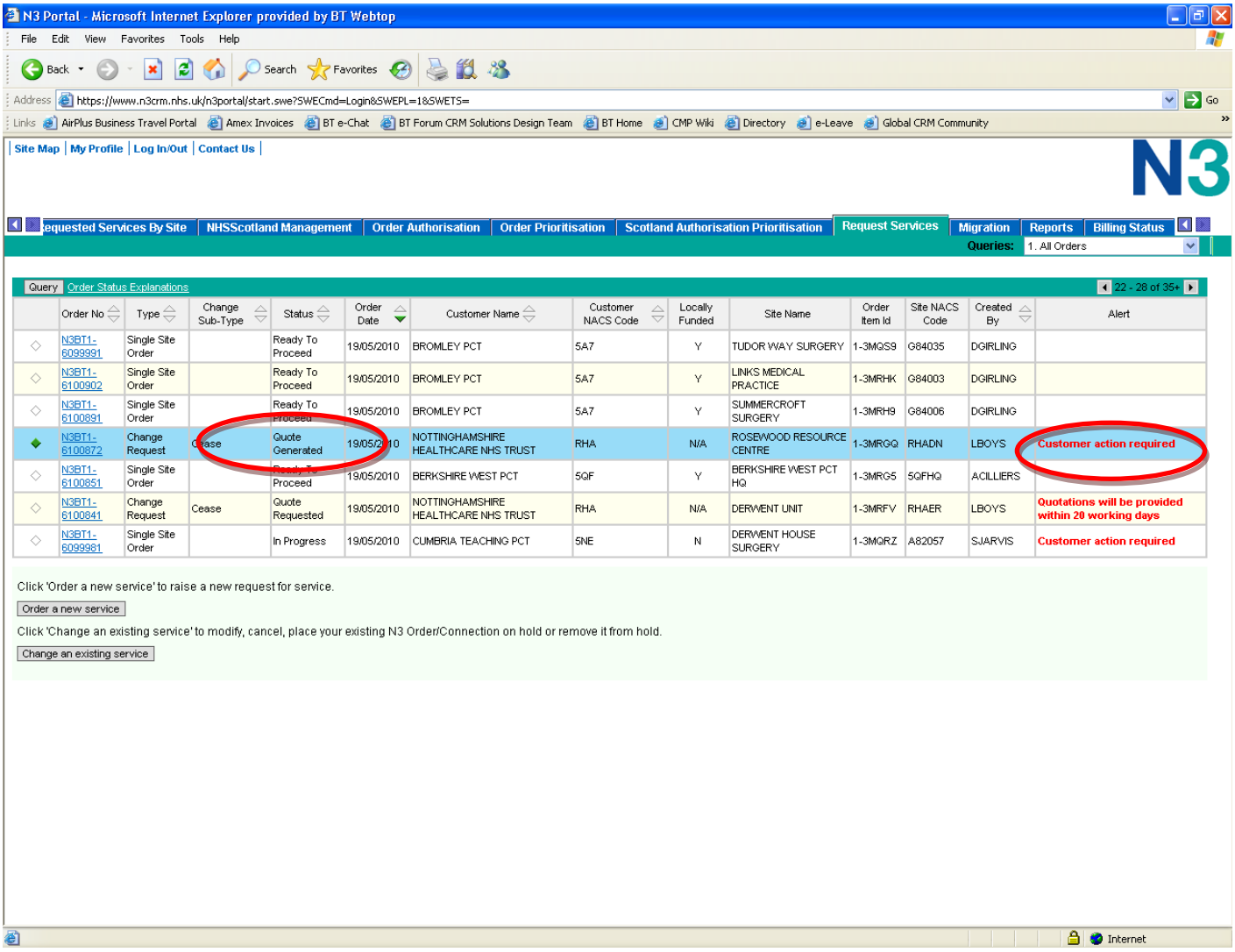
Kind Regards,
N3SP Client Engagement

To subscribe or unsubscribe to the N3SP mailing list please visit www.n3.nhs.uk/mailinglist and follow the instructions provided.

You will need to log in to CRM to view / accept the quote which will appear in the list on the ***'Request Services'*** screen.

The request status will read **"Quote Generated"** and the alert will show as **"Customer action required"**.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer provided by BT Webtop
Site Map | My Profile | Log In/Out | Contact Us
Requested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries: 1. All Orders
Query | Order Status Explanations
22 - 28 of 35+
Order No | Type | Change Sub-Type | Status | Order Date | Customer Name | Customer NACS Code | Locally Funded | Site Name | Order Item Id | Site NACS Code | Created By | Alert
N3BT1-6099991 | Single Site Order | | Ready To Proceed | 19/05/2010 | BROMLEY PCT | 5A7 | Y | TUDOR WAY SURGERY | 1-3MQS9 | G84035 | DGIRLING |
N3BT1-6100902 | Single Site Order | | Ready To Proceed | 19/05/2010 | BROMLEY PCT | 5A7 | Y | LINKS MEDICAL PRACTICE | 1-3MRHK | G84003 | DGIRLING |
N3BT1-6100891 | Single Site Order | | Ready To Proceed | 19/05/2010 | BROMLEY PCT | 5A7 | Y | SUMMERCROFT SURGERY | 1-3MRH9 | G84006 | DGIRLING |
N3BT1-6100872 | Change Request | Cease | Quote Generated | 19/05/2010 | NOTTINGHAMSHIRE HEALTHCARE NHS TRUST | RHA | N/A | ROSEWOOD RESOURCE CENTRE | 1-3MRGQ | RHADN | LBOYS | Customer action required
N3BT1-6100851 | Single Site Order | | Ready To Proceed | 19/05/2010 | BERKSHIRE WEST PCT | 5QF | Y | BERKSHIRE WEST PCT HQ | 1-3MRG5 | 5QFHQ | ACILLIERS |
N3BT1-6100841 | Change Request | Cease | Quote Requested | 19/05/2010 | NOTTINGHAMSHIRE HEALTHCARE NHS TRUST | RHA | N/A | DERWENT UNIT | 1-3MRFV | RHAER | LBOYS | Quotations will be provided within 20 working days
N3BT1-6099981 | Single Site Order | | In Progress | 19/05/2010 | CUMBRIA TEACHING PCT | 5NE | N | DERWENT HOUSE SURGERY | 1-3MQRZ | A82057 | SJARVIS | Customer action required
Click 'Order a new service' to raise a new request for service.
Order a new service
Click 'Change an existing service' to modify, cancel, place your existing N3 Order/Connection on hold or remove it from hold.
Change an existing service

Select the appropriate order, the quoted price appears on the left hand side of the screen (see screenshot below).

Quote caveats will appear on the right hand side, you must accept them by clicking the ***"Click here to accept the Quote Caveats"*** button, then click the **"Ready To Proceed"** button at the bottom of the screen.

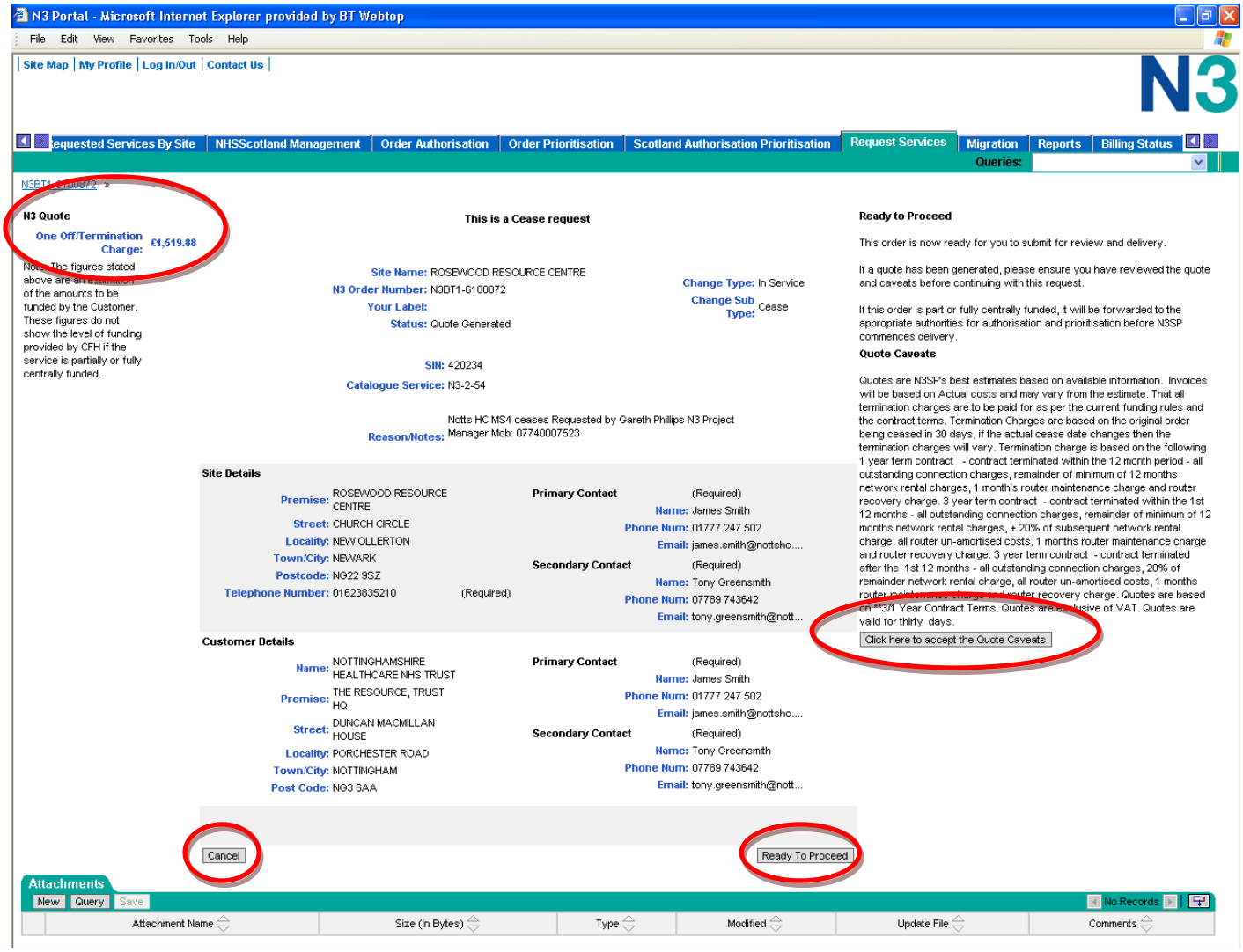
Once you have accepted the quote, the order will be entered into the N3SP delivery systems and the delivery of the CoIN service will commence. You will receive further communication from N3SP as the order is progressed.

If you do not wish to proceed with the order please click the **"Cancel"** button.

The quote will be valid for 30 business days and you will receive a reminder e-mail one day before the quote expires.

Expired quotes will be marked accordingly and once a quote has expired, it cannot be re-opened. If the CoIN Service is still required, a new order must be submitted.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer provided by BT Webtop
File Edit View Favorites Tools Help
Site Map | My Profile | Log In/Out | Contact Us
equested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries:
N3 Quote
One Off/Termination Charge: £1,519.88
Note: The figures stated above are an estimation of the amounts to be funded by the Customer. These figures do not show the level of funding provided by CFH if the service is partially or fully centrally funded.
This is a Cease request
Site Name: ROSEWOOD RESOURCE CENTRE
N3 Order Number: N3BT1-6100872
Your Label:
Status: Quote Generated
Change Type: In Service
Change Sub Type: Cease
SIN: 420234
Catalogue Service: N3-2-54
Reason/Notes: Notts HC MS4 ceases Requested by Gareth Phillips N3 Project Manager Mob: 07740007523
Ready to Proceed
This order is now ready for you to submit for review and delivery.
If a quote has been generated, please ensure you have reviewed the quote and caveats before continuing with this request.
If this order is part or fully centrally funded, it will be forwarded to the appropriate authorities for authorisation and prioritisation before N3SP commences delivery.
Quote Caveats
Quotes are N3SP's best estimates based on available information. Invoices will be based on Actual costs and may vary from the estimate. That all termination charges are to be paid for as per the current funding rules and the contract terms. Termination Charges are based on the original order being ceased in 30 days, if the actual cease date changes then the termination charges will vary. Termination charge is based on the following 1 year term contract - contract terminated within the 12 month period - all outstanding connection charges, remainder of minimum of 12 months network rental charges, 1 month's router maintenance charge and router recovery charge. 3 year term contract - contract terminated within the 1st 12 months - all outstanding connection charges, remainder of minimum of 12 months network rental charges, + 20% of subsequent network rental charge, all router un-amortised costs, 1 months router maintenance charge and router recovery charge. 3 year term contract - contract terminated after the 1st 12 months - all outstanding connection charges, 20% of remainder network rental charge, all router un-amortised costs, 1 months router maintenance charge and router recovery charge. Quotes are based on **3/1 Year Contract Terms. Quotes are exclusive of VAT. Quotes are valid for thirty days.
Click here to accept the Quote Caveats
Site Details
Premise: ROSEWOOD RESOURCE CENTRE
Street: CHURCH CIRCLE
Locality: NEW OLLERTON
Town/City: NEWARK
Postcode: NG22 9SZ
Telephone Number: 01623835210 (Required)
Primary Contact (Required)
Name: James Smith
Phone Num: 01777 247 502
Email: james.smith@nottshc....
Secondary Contact (Required)
Name: Tony Greensmith
Phone Num: 07789 743642
Email: tony.greensmith@nott...
Customer Details
Name: NOTTINGHAMSHIRE HEALTHCARE NHS TRUST
Premise: THE RESOURCE, TRUST HQ
Street: DUNCAN MACMILLAN HOUSE
Locality: PORCHESTER ROAD
Town/City: NOTTINGHAM
Post Code: NG3 6AA
Primary Contact (Required)
Name: James Smith
Phone Num: 01777 247 502
Email: james.smith@nottshc....
Secondary Contact (Required)
Name: Tony Greensmith
Phone Num: 07789 743642
Email: tony.greensmith@nott...
Cancel
Ready To Proceed
Attachments
New Query Save
No Records
Attachment Name Size (In Bytes) Type Modified Update File Comments

©British Telecommunications Plc 2010

6 Requesting CoIN Changes via CRM

The N3 portal provides functionality for placing change requests against the following circumstances:

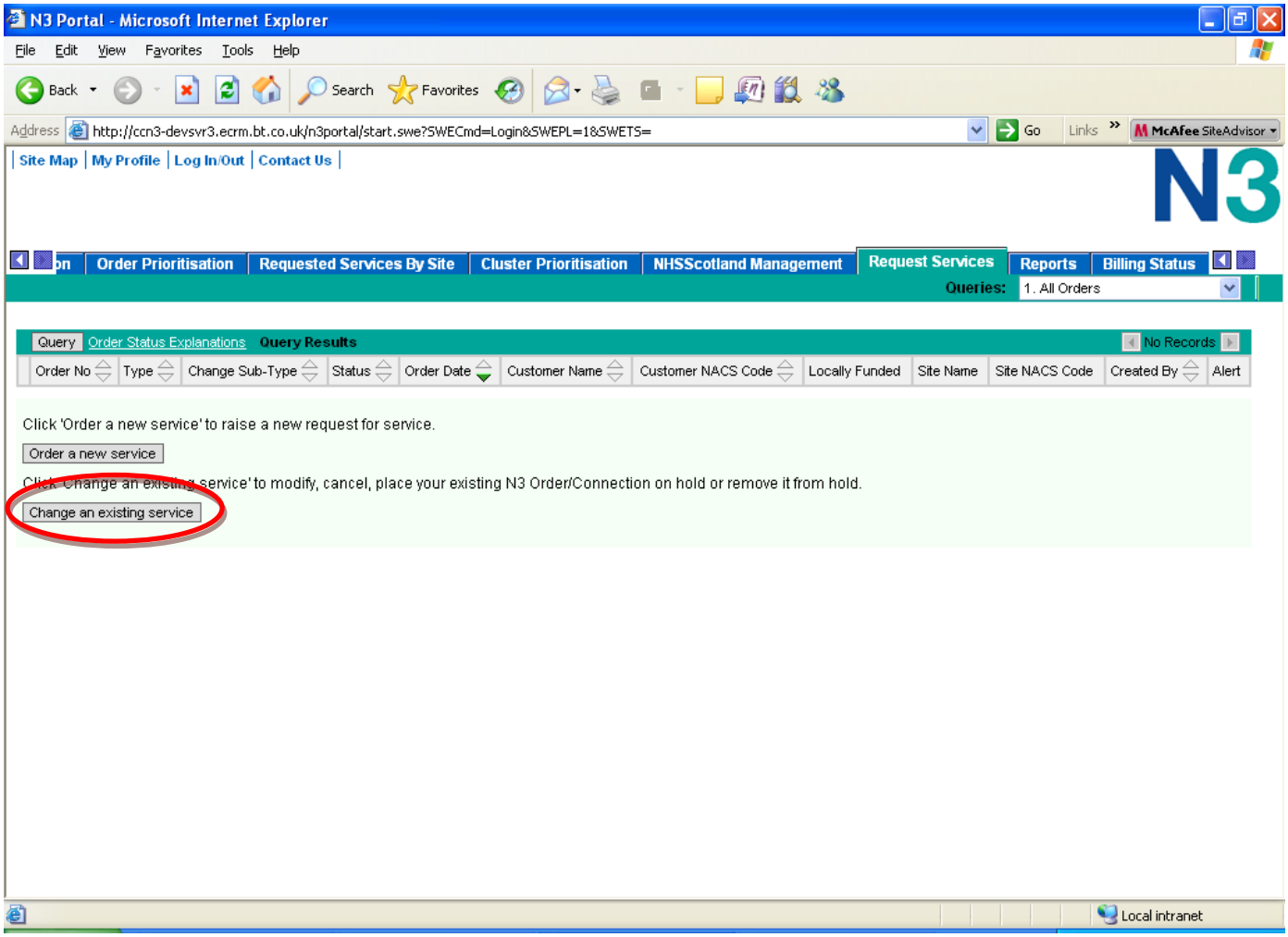
Change an Order for a CoIN Service **:** For Customers wishing to change an order that is “In Flight” e.g. has not yet been delivered.

Change an Existing CoIN Service **:** For Customers who need to make a change to a CoIN service currently “In Service” e.g. installed and operational

The process does NOT apply to any orders that have not been accepted by N3SP. These must be changed through the new order screens.

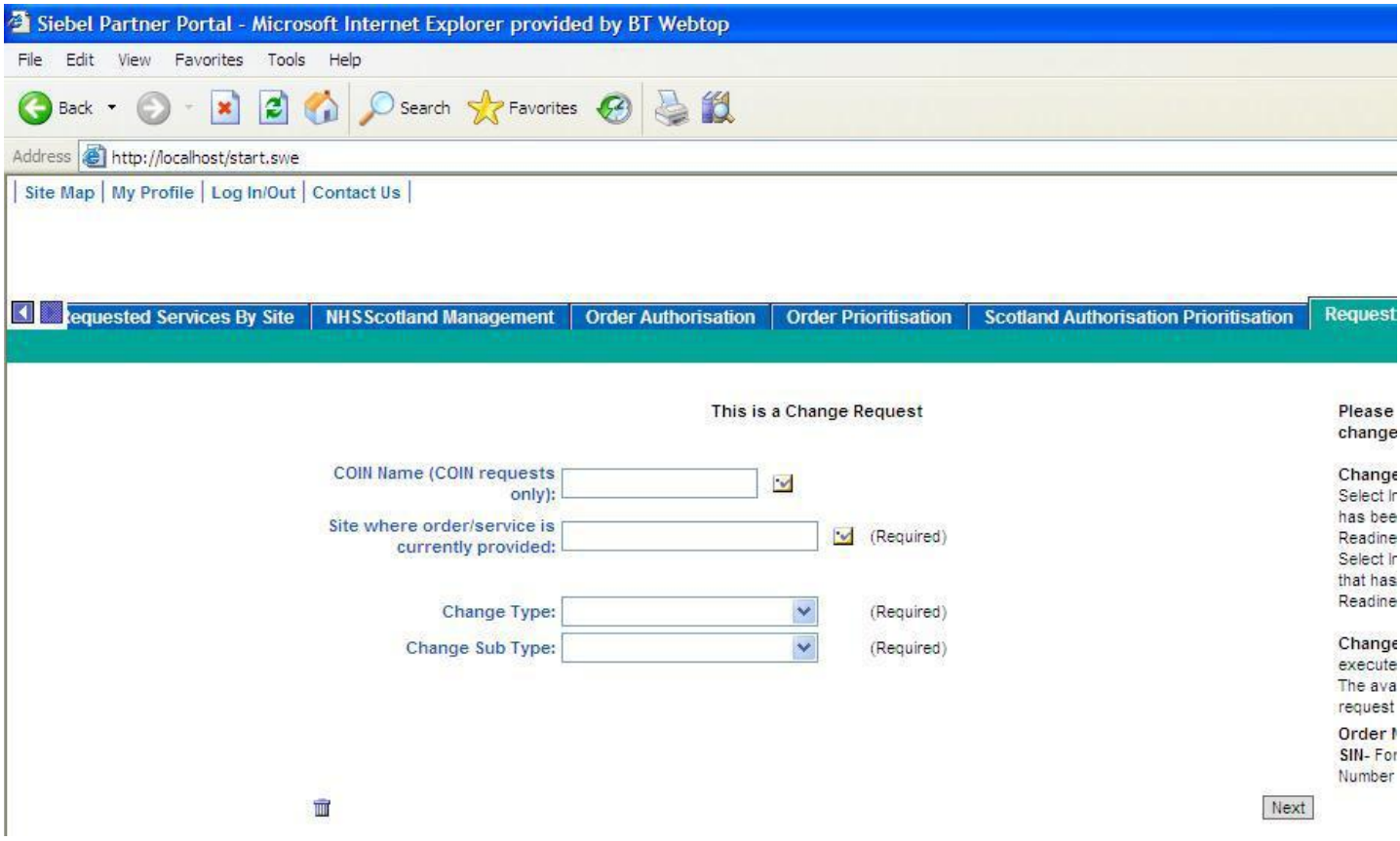
7 ‘In Flight’ or ‘In Service’ Change Request

Click on the ***“Request Services”*** tab to navigate to the following screen:


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map My Profile Log In/Out Contact Us
N3
Order Prioritisation Requested Services By Site Cluster Prioritisation NHSScotland Management Request Services Reports Billing Status
Queries: 1. All Orders
Query Order Status Explanations Query Results
No Records
Order No Type Change Sub-Type Status Order Date Customer Name Customer NACS Code Locally Funded Site Name Site NACS Code Created By Alert
Click 'Order a new service' to raise a new request for service.
Order a new service
Change an existing service
Local intranet

Click on the ***‘Change an Existing Service’*** button:

©British Telecommunications Plc 2010



The change request placement process varies depending on the request type. Most requests however are captured with a minimum of screens.

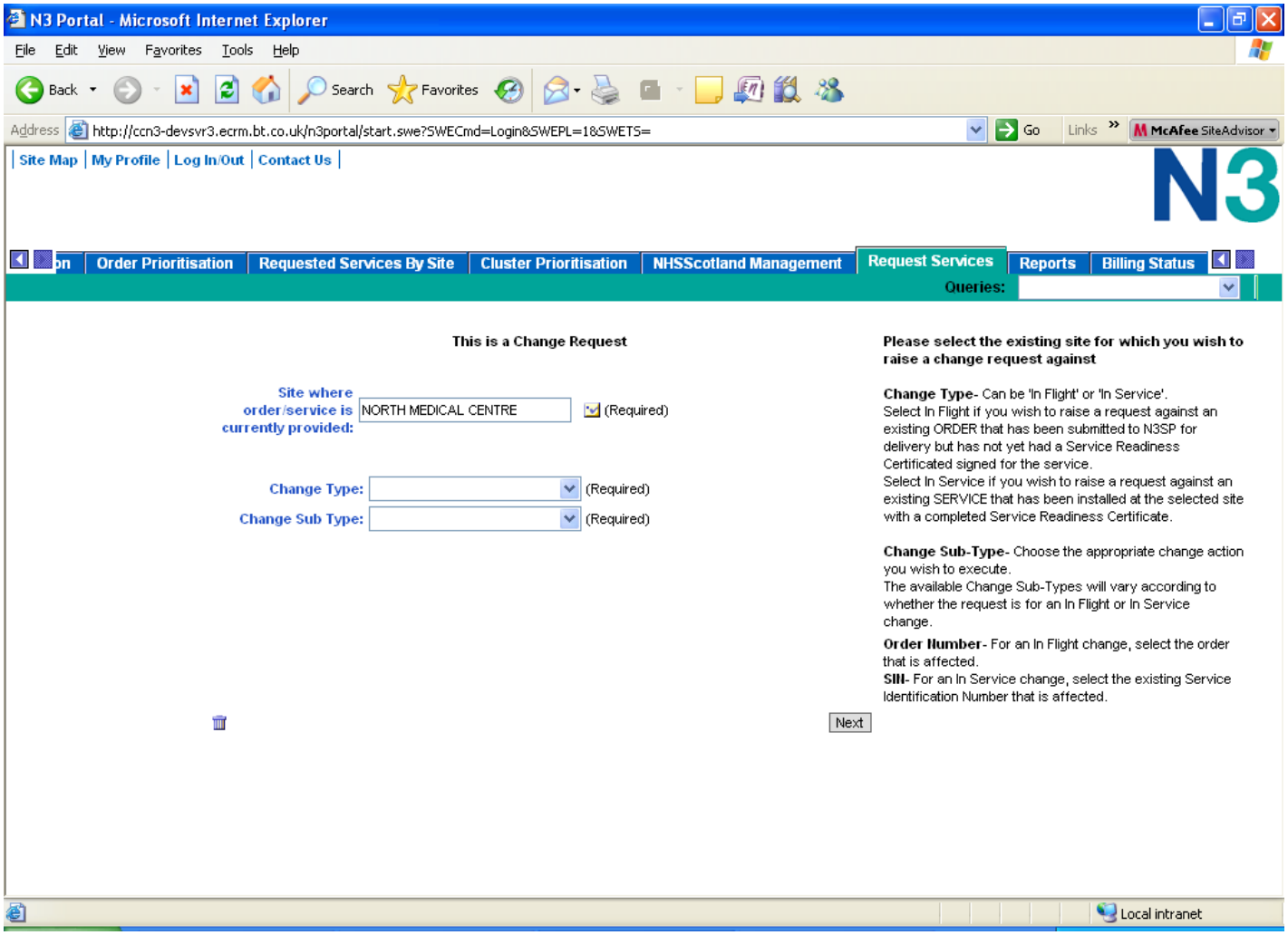
CoIN:
Select the relevant CoIN Name, by clicking on the Glyph to the right of the ***'CoIN Name'*** field. Select from the pop-up list of CoINs by clicking the "***OK"*** button.

Site Name:
Select the relevant Site by clicking on the Glyph to the right of the ***'Site Name'*** field.

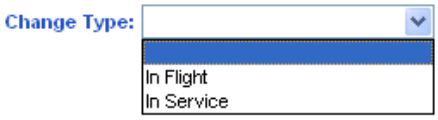
[Please see Page 11 for details of the search functions available within the Site list]

Once the correct site has been selected, click on the '◇' symbol to the left of the row. The '◇' symbol will turn Green and the row will be highlighted in light Blue as shown above. Click the ***'OK'*** button to return to the previous screen as shown below:

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us |
N3
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a Change Request
Site where order/service is currently provided:
NORTH MEDICAL CENTRE
(Required)
Change Type:
(Required)
Change Sub Type:
(Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Local intranet

Two options are available in the field ***'Change Type'*** which is shown below:

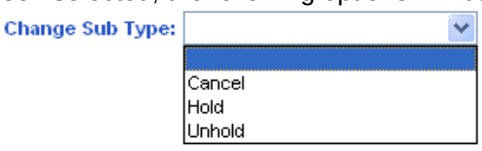


In Flight is selected for changes to orders that have not yet been delivered

In Service is selected for changes to existing N3 CoIN Services.

The ***'Change Sub Type'*** options are dependent on the previous selection

For example, if ***'In Flight'*** has been selected, the following options will be available:



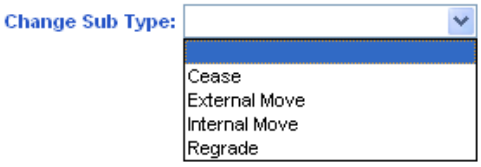
Cancel – This cancels an order that has been accepted by N3SP but not completed.

Hold – This places an order that has been accepted by N3SP on hold.

©British Telecommunications Plc 2010

Unhold – This takes an order that has been accepted by N3SP off hold.

If you select ***'In Service'*** as ***'Change Type'***, then the following options will be available:



Cease – This will cease an existing CoIN service.

External Move – This will change the location of the CoIN Service to a new address.

Please note: An External Move can only be requested if the existing CoIN service is recorded against the existing site AND the new site exists within the CRM system.

Internal Move – This will request a change to the position/location of the CoIN Service within the current site.

Regrade – This will request either an **Upgrade** or a **Downgrade** to the current CoIN service, e.g. a change to a physical circuit, 10 Mbps to 2 Mbps etc.

Please Note: If there has been a significant change to the devices at a site, the 'Regrade' option should be selected on the manual CRF form which should then be submitted to the Helpdesk Manager.

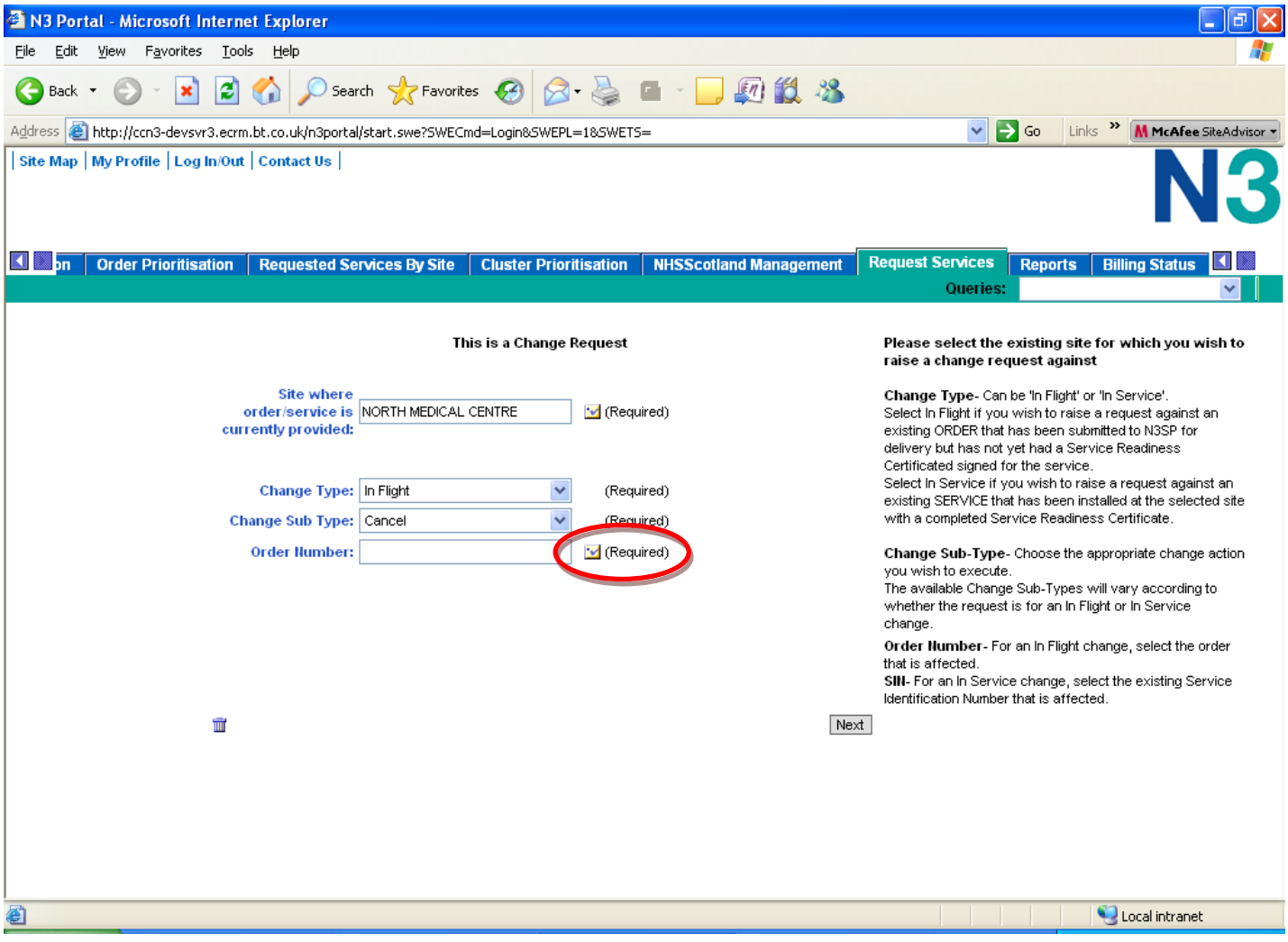
©British Telecommunications Plc 2010

8 In Flight / Cancel Request

Select the following;

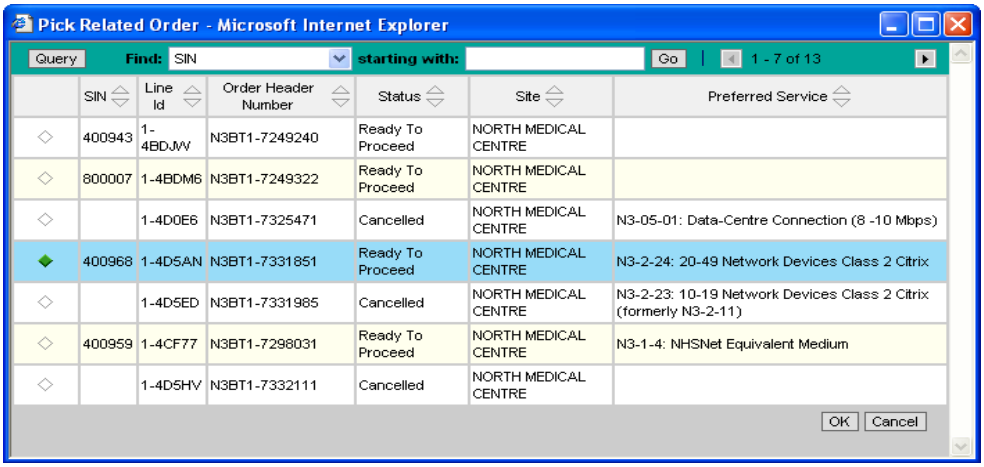
- The relevant Site
- Change Type of 'In Flight'
- Change Sub Type of 'Cancel'

Select the order to be cancelled, by Clicking on the Glyph to the right of the 'Order Number' field as circled below:

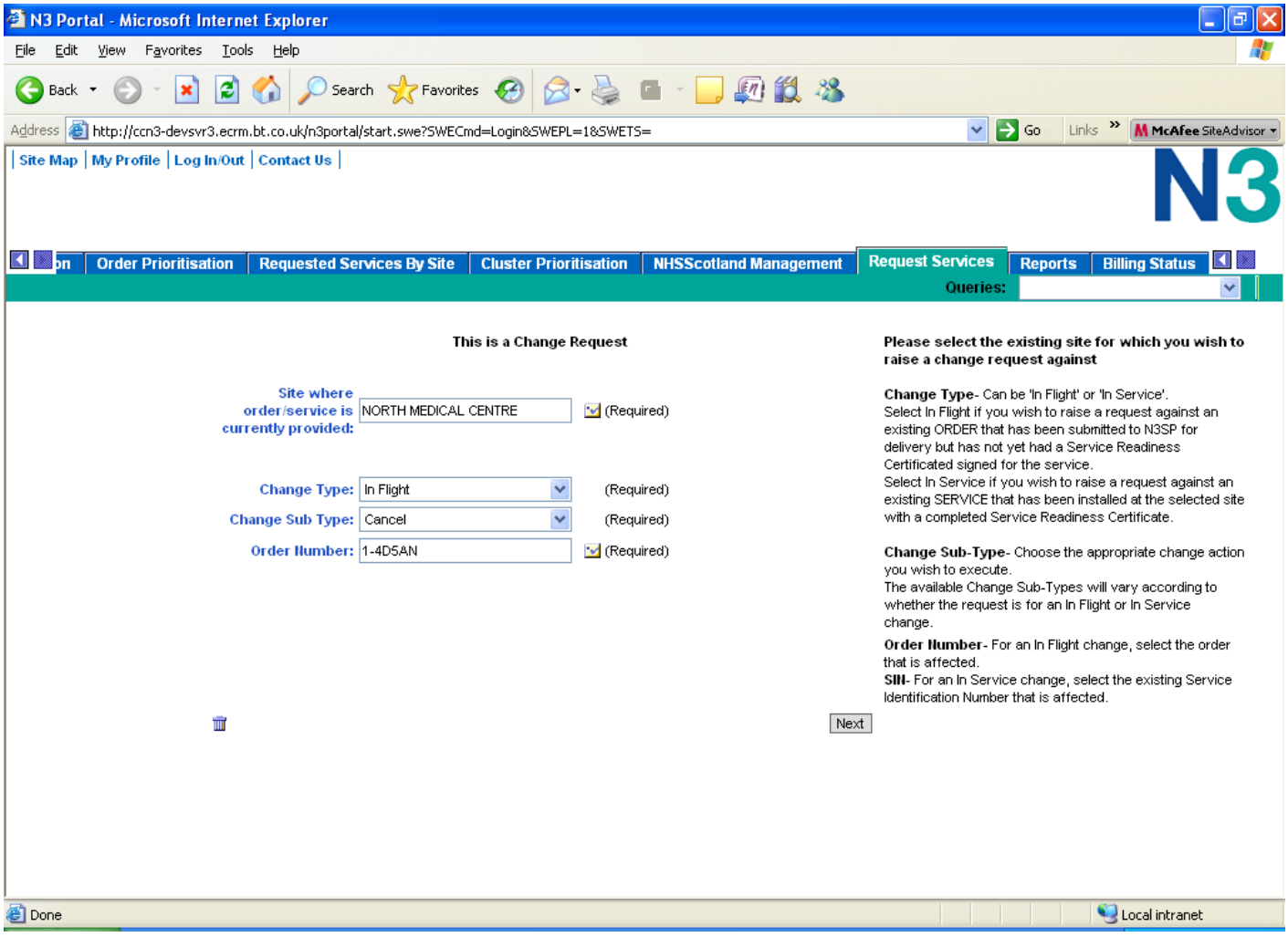

N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a Change Request
Site where order/service is currently provided:
NORTH MEDICAL CENTRE
(Required)
Change Type:
In Flight
(Required)
Change Sub Type:
Cancel
(Required)
Order Number:
(Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Local intranet

A list of orders placed against the site without a 'Service Readiness Certificate' (i.e. not completed/ delivered) will be presented

©British Telecommunications Plc 2010


Pick Related Order - Microsoft Internet Explorer
Query
Find: SIN
starting with:
Go
1 - 7 of 13
SIN
Line Id
Order Header Number
Status
Site
Preferred Service
400943 1-4BDJW N3BT1-7249240 Ready To Proceed NORTH MEDICAL CENTRE
800007 1-4BDM6 N3BT1-7249322 Ready To Proceed NORTH MEDICAL CENTRE
1-4D0E6 N3BT1-7325471 Cancelled NORTH MEDICAL CENTRE N3-05-01: Data-Centre Connection (8 -10 Mbps)
400968 1-4D5AN N3BT1-7331851 Ready To Proceed NORTH MEDICAL CENTRE N3-2-24: 20-49 Network Devices Class 2 Citrix
1-4D5ED N3BT1-7331985 Cancelled NORTH MEDICAL CENTRE N3-2-23: 10-19 Network Devices Class 2 Citrix (formerly N3-2-11)
400959 1-4CF77 N3BT1-7298031 Ready To Proceed NORTH MEDICAL CENTRE N3-1-4: NHSNet Equivalent Medium
1-4D5HV N3BT1-7332111 Cancelled NORTH MEDICAL CENTRE
OK
Cancel

Select the order to be cancelled by scrolling or using the search facility and then click the ***'Ok'*** button.

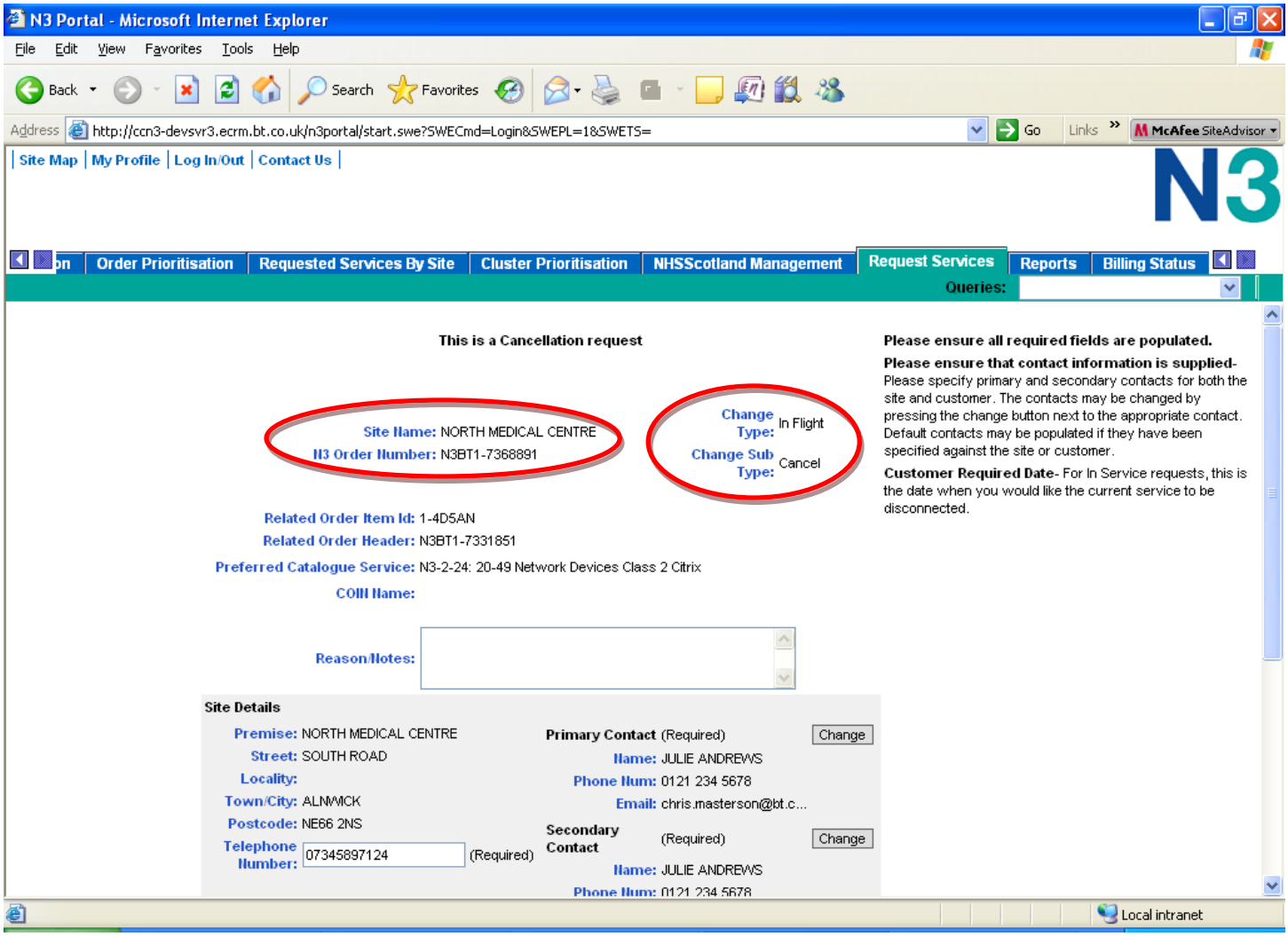

N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation
Requested Services By Site
Cluster Prioritisation
NHSScotland Management
Request Services
Reports
Billing Status
Queries:
This is a Change Request
Site where order/service is currently provided: NORTH MEDICAL CENTRE (Required)
Change Type: In Flight (Required)
Change Sub Type: Cancel (Required)
Order Number: 1-4D5AN (Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Done
Local intranet

'Help Text' will be displayed to the right of the screen, the ***'trash can'*** icon (to delete the request) and the ***'Next'*** button (to proceed to the next page) are located at the bottom of the screen.

Additional data validation will ensure all required fields are populated before proceeding. (See 'Requesting New CoIN Services via CRM' above)

©British Telecommunications Plc 2010

Once all the required fields are populated click the ***'Next'*** button to proceed.


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a Cancellation request
Site Name: NORTH MEDICAL CENTRE
N3 Order Number: N3BT1-7368891
Change Type: In Flight
Change Sub Type: Cancel
Please ensure all required fields are populated.
Please ensure that contact information is supplied- Please specify primary and secondary contacts for both the site and customer. The contacts may be changed by pressing the change button next to the appropriate contact. Default contacts may be populated if they have been specified against the site or customer.
Customer Required Date- For In Service requests, this is the date when you would like the current service to be disconnected.
Related Order Item Id: 1-4D5AN
Related Order Header: N3BT1-7331851
Preferred Catalogue Service: N3-2-24: 20-49 Network Devices Class 2 Citrix
COIN Name:
Reason/Notes:
Site Details
Premise: NORTH MEDICAL CENTRE
Street: SOUTH ROAD
Locality:
Town/City: ALNWICK
Postcode: NE66 2NS
Telephone Number: 07345897124 (Required)
Primary Contact (Required) Change
Name: JULIE ANDREWS
Phone Num: 0121 234 5678
Email: chris.masterson@bt.c...
Secondary Contact (Required) Change
Name: JULIE ANDREWS
Phone Num: 0121 234 5678
Local intranet

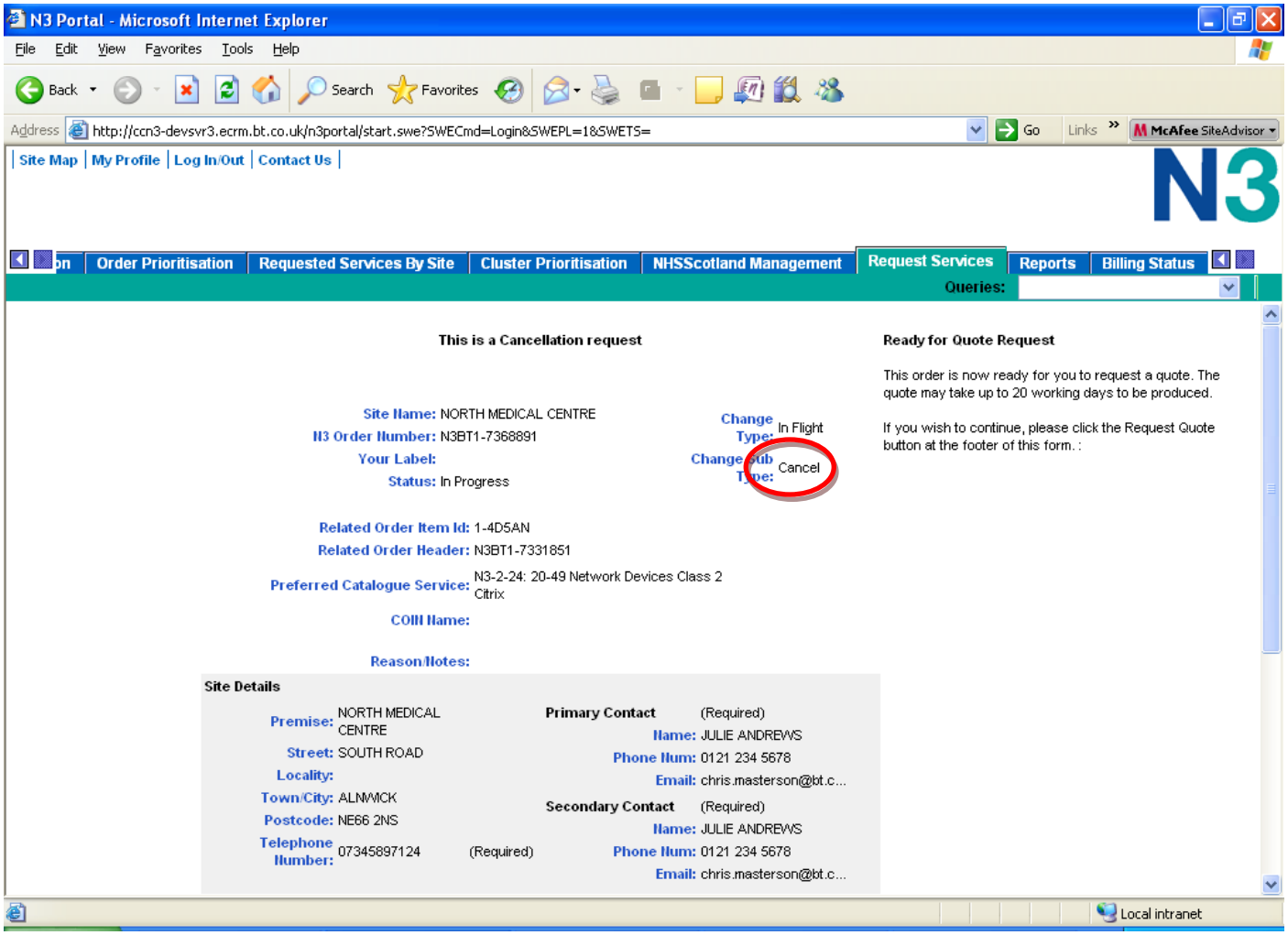
The summary information at the top-centre part of the screen shows this is a cancellation request and the Site to which the request relates.

The Reason/Notes field is not mandatory but should be used to provide as much detail about the request as possible.

Once the required fields have been have been populated, click the ***'Next'*** button to proceed..

©British Telecommunications Plc 2010

The following ***Summary*** page will be presented:


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a Cancellation request
Site Name: NORTH MEDICAL CENTRE
N3 Order Number: N3BT1-7368891
Your Label:
Status: In Progress
Change Type: In Flight
Change Sub Type: Cancel
Related Order Item Id: 1-4D5AN
Related Order Header: N3BT1-7331851
Preferred Catalogue Service: N3-2-24: 20-49 Network Devices Class 2 Citrix
COIN Name:
Reason/Notes:
Ready for Quote Request
This order is now ready for you to request a quote. The quote may take up to 20 working days to be produced.
If you wish to continue, please click the Request Quote button at the footer of this form. :
Site Details
Premise: NORTH MEDICAL CENTRE
Street: SOUTH ROAD
Locality:
Town/City: ALNWICK
Postcode: NE66 2NS
Telephone Number: 07345897124 (Required)
Primary Contact (Required)
Name: JULIE ANDREWS
Phone Num: 0121 234 5678
Email: chris.masterson@bt.c...
Secondary Contact (Required)
Name: JULIE ANDREWS
Phone Num: 0121 234 5678
Email: chris.masterson@bt.c...
Local intranet

This screen shows all the details of the cancellation request.

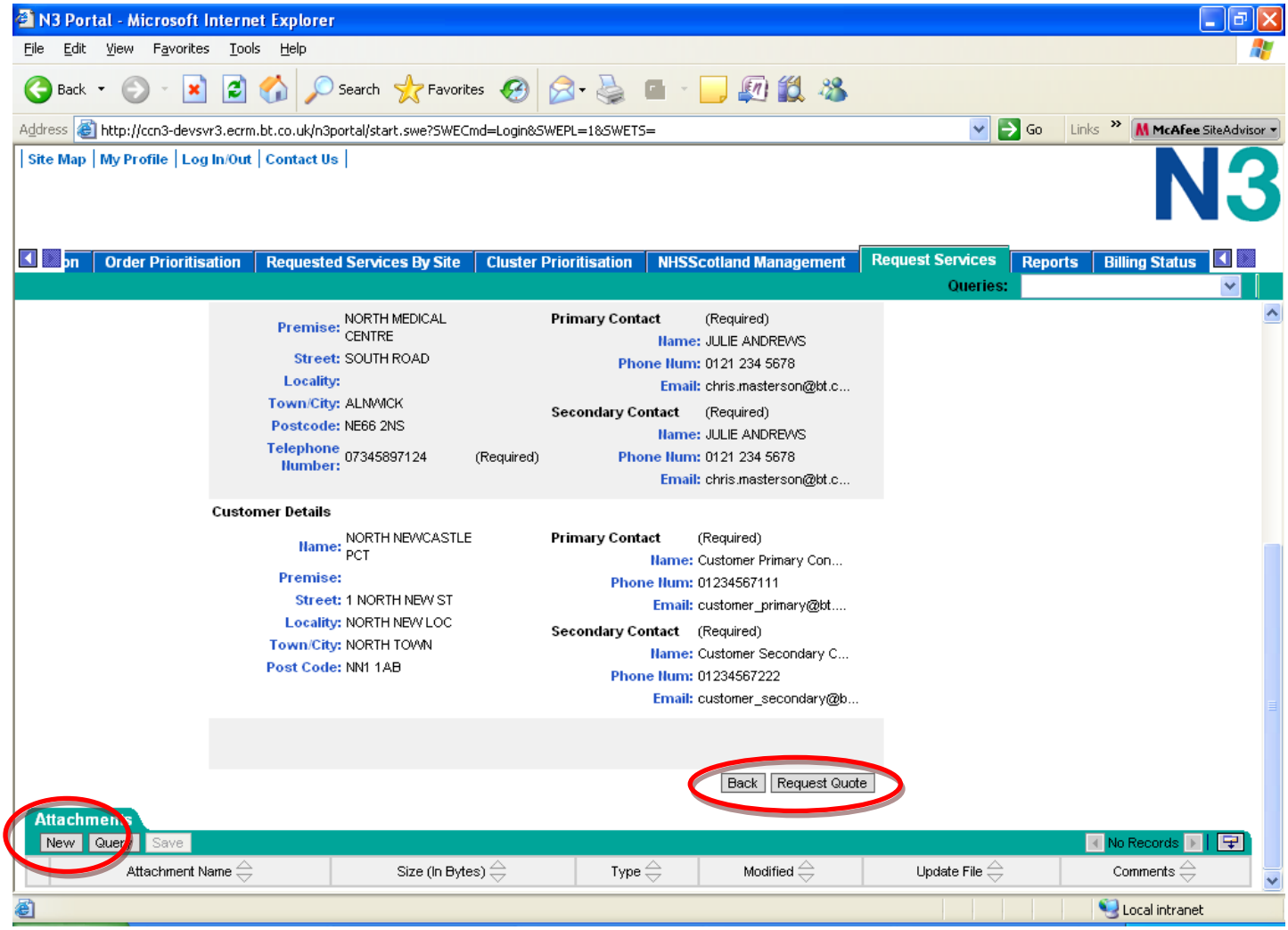
Details can be modified by clicking the **'Back'** button which will return to previous screens

Once the details are correct, there is an option to upload files/documents which may be relevant to the cancellation request. To upload the files click on the ***'New'*** button and select the file you wish to upload.

Once all the details have been verified, click the ***'Request Quote'*** button as circled below.

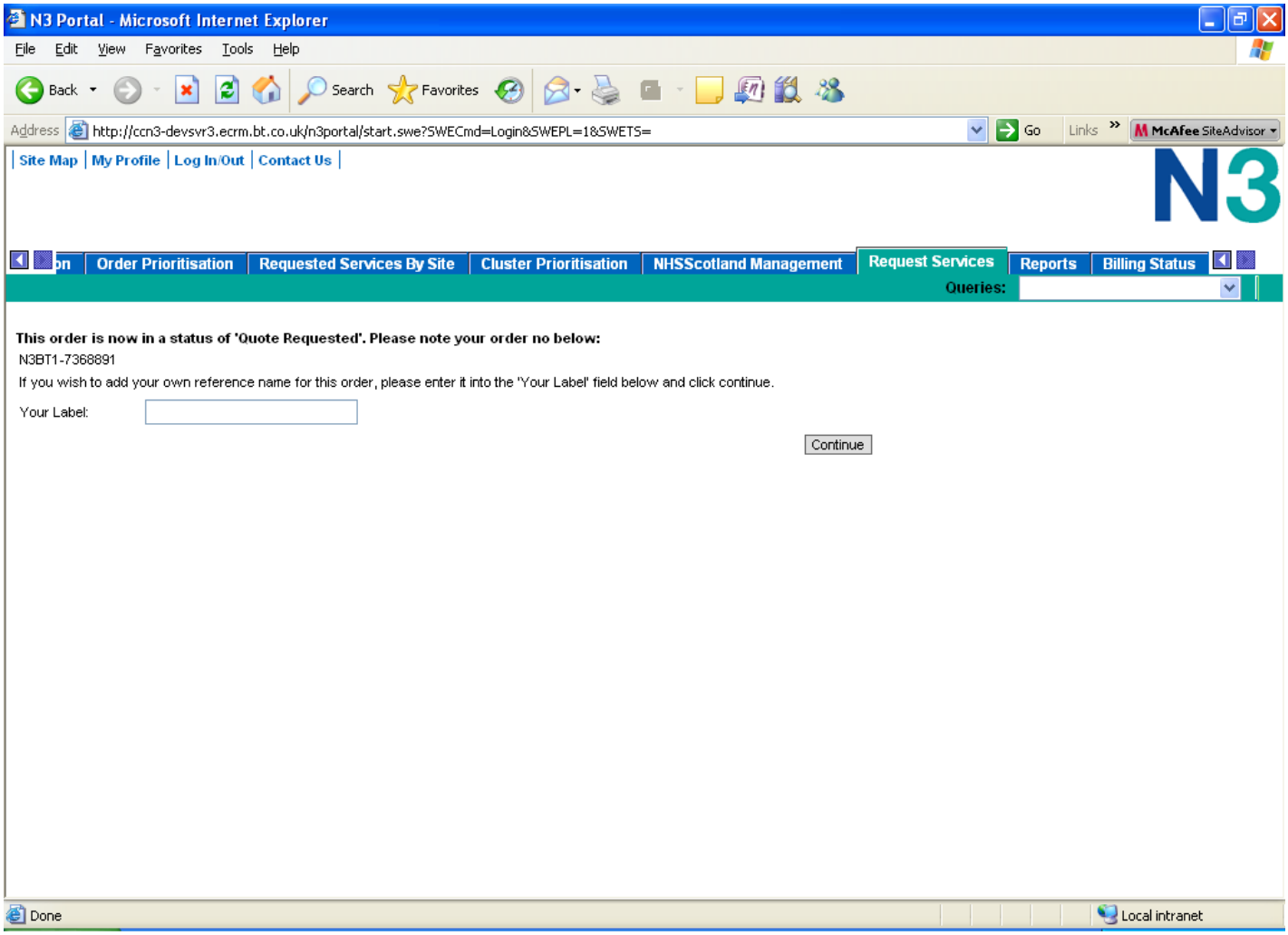
Note: All requests for cancellations require a quote.

©British Telecommunications Plc 2010



The confirmation screen will be presented as shown below:

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
N3
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This order is now in a status of 'Quote Requested'. Please note your order no below:
N3BT1-7368891
If you wish to add your own reference name for this order, please enter it into the 'Your Label' field below and click continue.
Your Label:
Continue
Done
Local intranet

The ‘Your Label’ field is not mandatory and can be used as previously described in ‘Requesting New CoIN Services via CRM’, click the ‘Continue’ button to save changes.

This completes the order placement process for Customers wishing to place an In Flight / Cancel Request for a CoIN Service.

The N3 Help Desk can provide additional support or information.

To contact the Help Desk for further assistance please call 0800 0850503, and select option 3.

©British Telecommunications Plc 2010

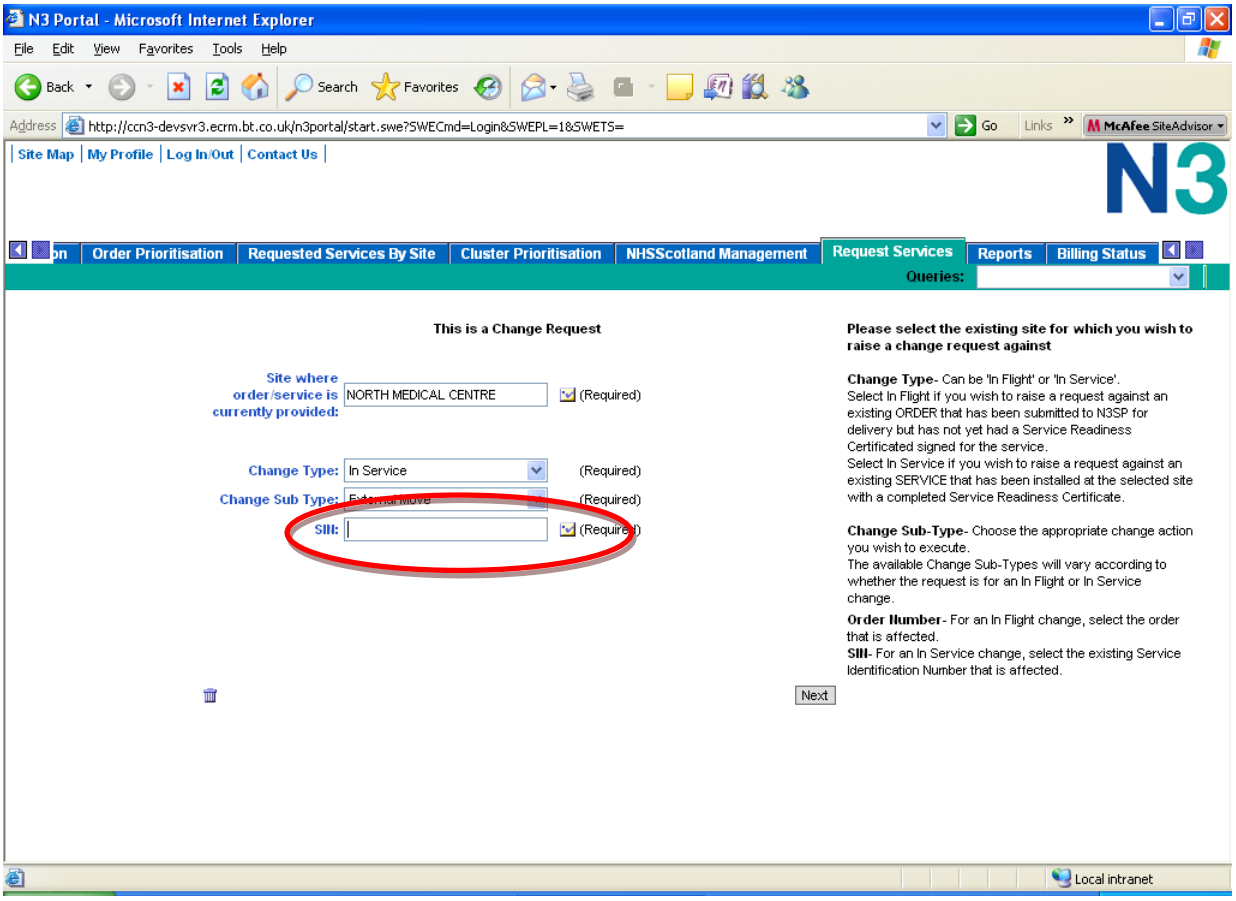
9 In Service / External Move

Follow the same process as described for an 'In Flight / Cancel' request, click on the ***'Change an Existing Service'*** button.

Select:

- The service which is moving premises
- ***'In Service'*** change Type of
- ***'External Move'*** change Sub Type

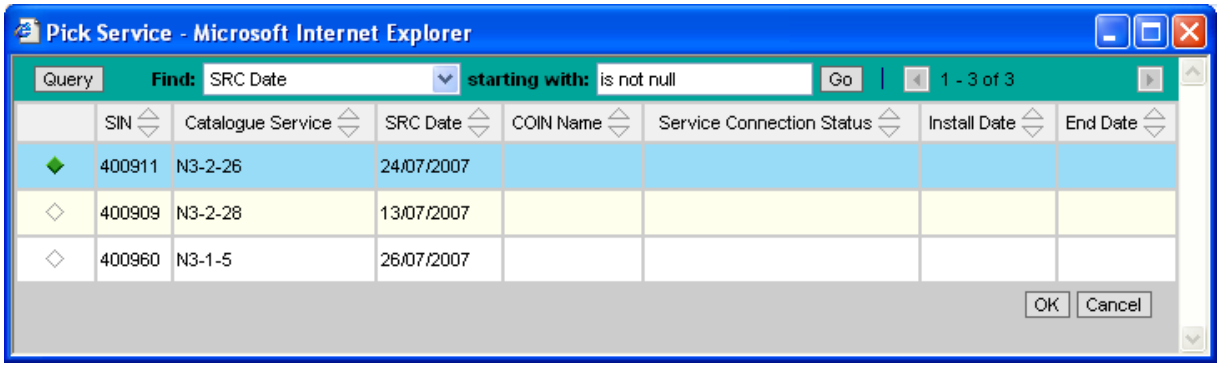
*The **'SIN'** (Service Identification Number) field will then be visible.*


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us |
Order Prioritisation
Requested Services By Site
Cluster Prioritisation
NHSScotland Management
Request Services
Reports
Billing Status
Queries:
This is a Change Request
Site where order/service is currently provided:
NORTH MEDICAL CENTRE
(Required)
Change Type:
In Service
(Required)
Change Sub Type:
(Required)
SIN:
(Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Local intranet

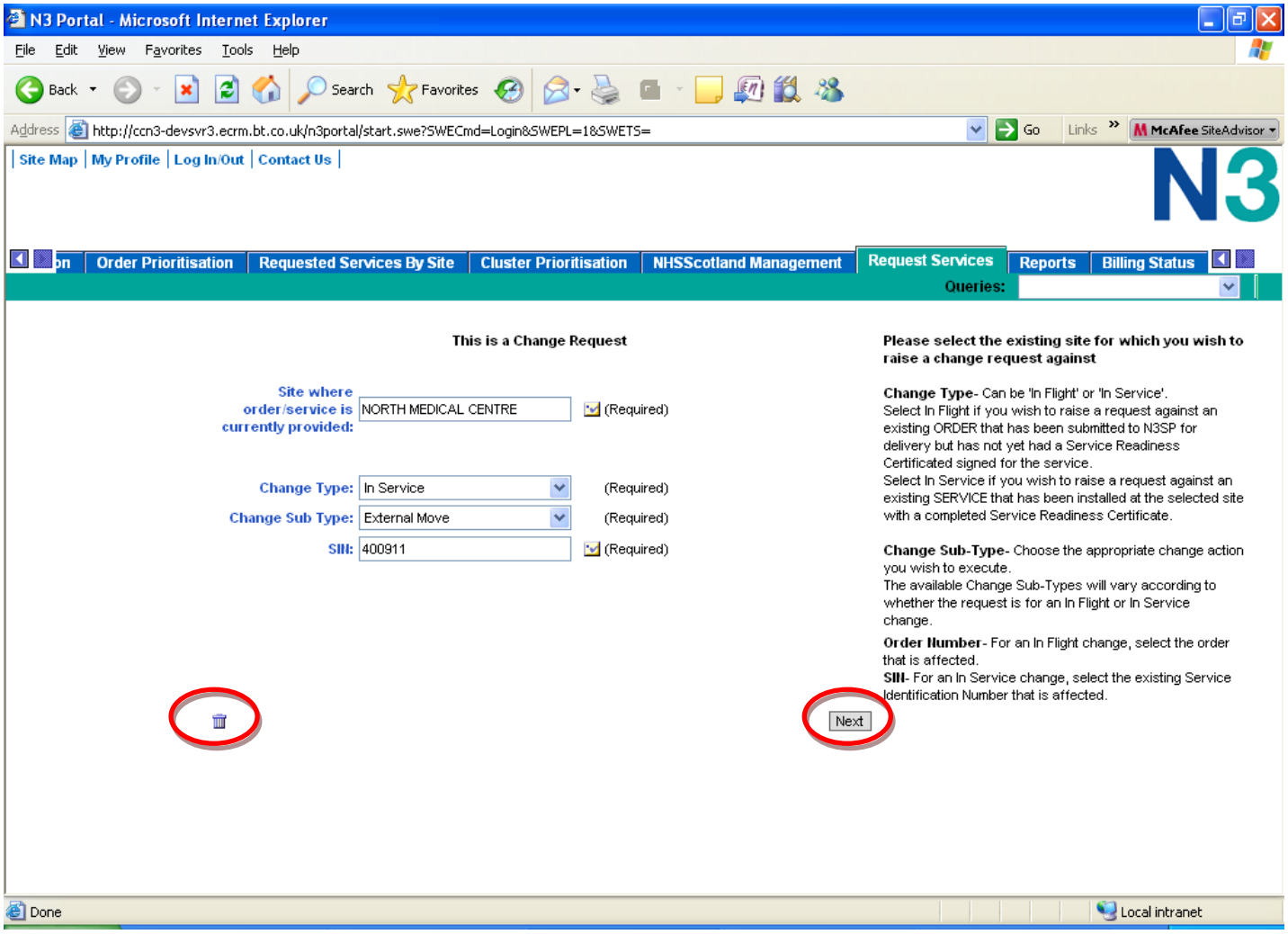
Click on the Glyph to the right of the ***'SIN'*** field as circled above.

A list of live CoIN services against the site selected will be presented as shown below:

©British Telecommunications Plc 2010



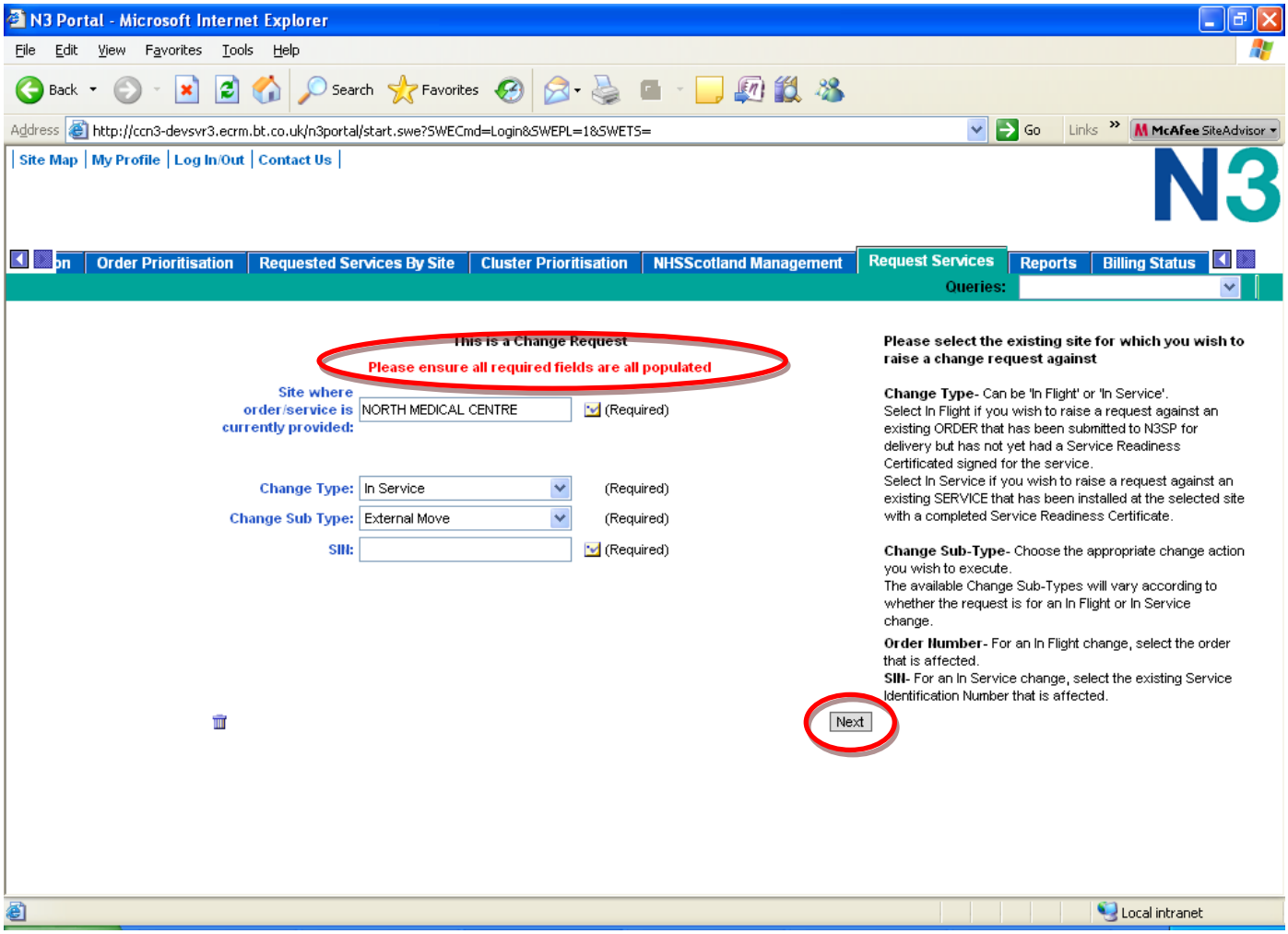
Scroll or use the search facility to select the CoIN service you wish to place an External Move against and then click the ***'OK'*** button, see below:


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a Change Request
Site where order/service is currently provided: NORTH MEDICAL CENTRE (Required)
Change Type: In Service (Required)
Change Sub Type: External Move (Required)
SIN: 400911 (Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Done
Local intranet

'Help Text' will be displayed on the right hand side of the view, the ***'trash can'*** icon (to delete the request) and the **'Next'** button will appear at the foot of the page.

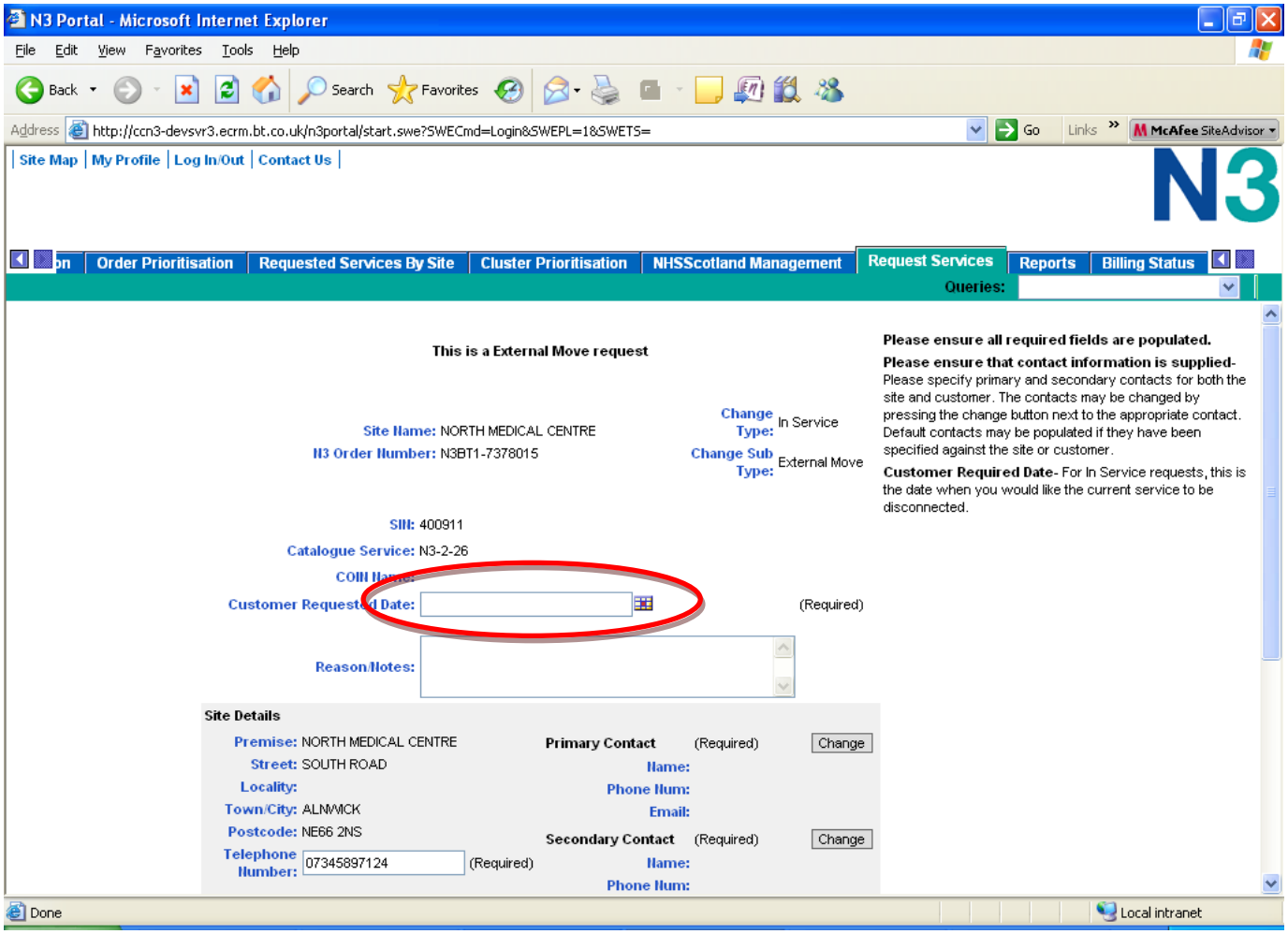
Additional data validation occurs when proceeding to the next page ensuring you have populated all of the required fields as shown below.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation
Requested Services By Site
Cluster Prioritisation
NHSScotland Management
Request Services
Reports
Billing Status
Queries:
This is a Change Request
Please ensure all required fields are all populated
Site where order/service is currently provided:
NORTH MEDICAL CENTRE
(Required)
Change Type:
In Service
(Required)
Change Sub Type:
External Move
(Required)
SIN:
(Required)
Please select the existing site for which you wish to raise a change request against
Change Type- Can be 'In Flight' or 'In Service'.
Select In Flight if you wish to raise a request against an existing ORDER that has been submitted to N3SP for delivery but has not yet had a Service Readiness Certificated signed for the service.
Select In Service if you wish to raise a request against an existing SERVICE that has been installed at the selected site with a completed Service Readiness Certificate.
Change Sub-Type- Choose the appropriate change action you wish to execute.
The available Change Sub-Types will vary according to whether the request is for an In Flight or In Service change.
Order Number- For an In Flight change, select the order that is affected.
SIN- For an In Service change, select the existing Service Identification Number that is affected.
Next
Local intranet

Click the ***'Next'*** button to continue.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is a External Move request
Please ensure all required fields are populated.
Please ensure that contact information is supplied- Please specify primary and secondary contacts for both the site and customer. The contacts may be changed by pressing the change button next to the appropriate contact. Default contacts may be populated if they have been specified against the site or customer.
Customer Required Date- For In Service requests, this is the date when you would like the current service to be disconnected.
Site Name: NORTH MEDICAL CENTRE
N3 Order Number: N3BT1-7378015
Change Type: In Service
Change Sub Type: External Move
SIN: 400911
Catalogue Service: N3-2-26
Customer Requested Date:
(Required)
Reason/Notes:
Site Details
Premise: NORTH MEDICAL CENTRE
Street: SOUTH ROAD
Locality:
Town/City: ALNWICK
Postcode: NE66 2NS
Telephone Number: 07345897124 (Required)
Primary Contact (Required) Change
Name:
Phone Num:
Email:
Secondary Contact (Required) Change
Name:
Phone Num:
Done
Local intranet

This screen captures the required information for the External Move request relating to the **current service** at the **current site**.

The top-centre part of the screen summarises the details of the service to be ceased and moved.

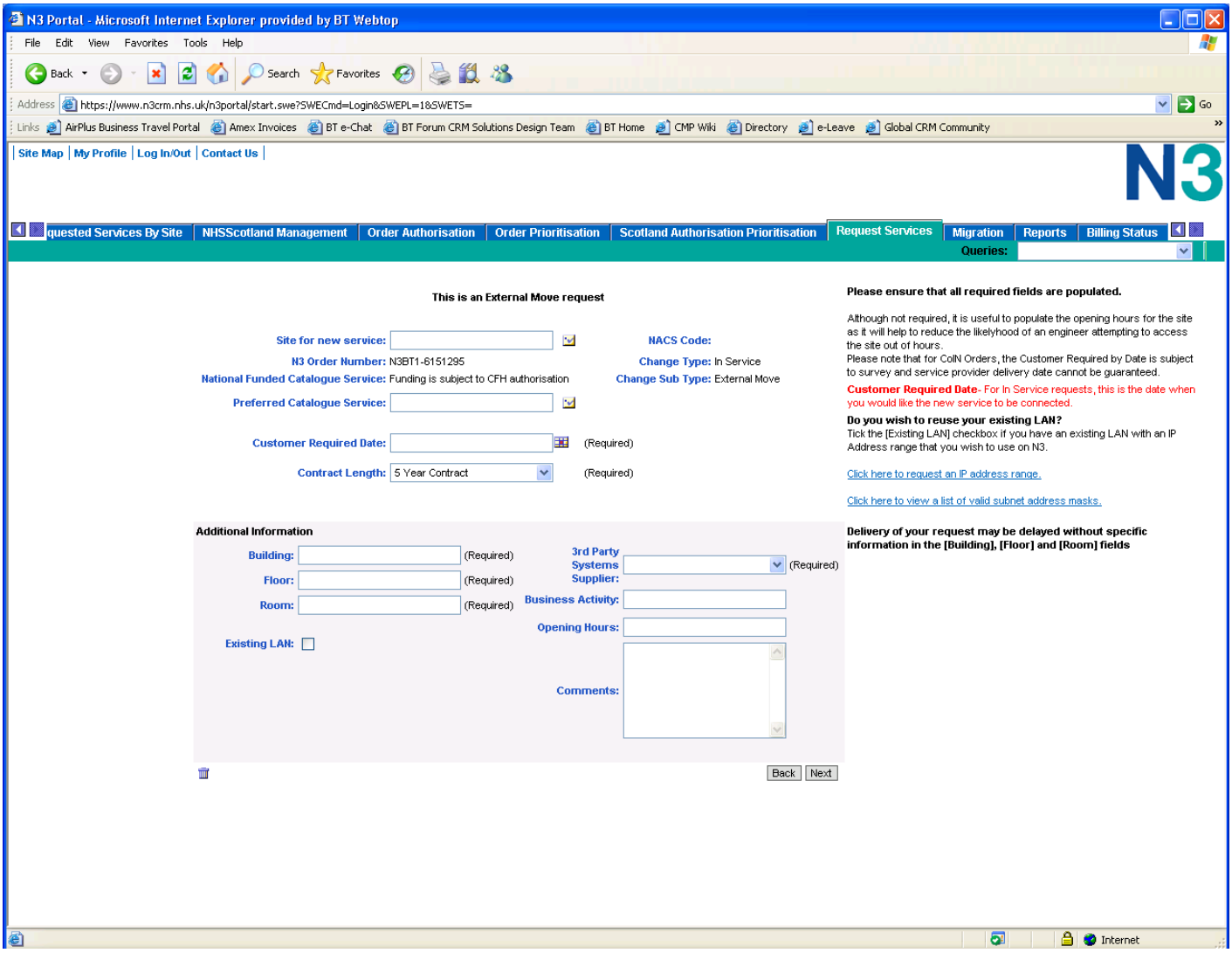
The 'Customer Required Date' as circled above is mandatory as this is the date the current service should be disconnected.

For the request to proceed, the Site telephone number and the Primary and Secondary Contact details for both Site and Customer must be populated.

Click the ***'Next'*** button to proceed.

A screen similar to the one below which captures all details related to the External Move request for the **new service** at the **new site** will be presented.

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer provided by BT Webtop
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.n3crm.nhs.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Links AirPlus Business Travel Portal Amex Invoices BT e-Chat BT Forum CRM Solutions Design Team BT Home CMP Wiki Directory e-Leave Global CRM Community
Site Map | My Profile | Log In/Out | Contact Us
N3
quested Services By Site | NHSScotland Management | Order Authorisation | Order Prioritisation | Scotland Authorisation Prioritisation | Request Services | Migration | Reports | Billing Status
Queries:
This is an External Move request
Site for new service:
NACS Code:
N3 Order Number: N3BT1-6151295
Change Type: In Service
National Funded Catalogue Service: Funding is subject to CFH authorisation
Change Sub Type: External Move
Preferred Catalogue Service:
Customer Required Date:
(Required)
Contract Length: 5 Year Contract
(Required)
Please ensure that all required fields are populated.
Although not required, it is useful to populate the opening hours for the site as it will help to reduce the likelyhood of an engineer attempting to access the site out of hours.
Please note that for CoIN Orders, the Customer Required by Date is subject to survey and service provider delivery date cannot be guaranteed.
Customer Required Date- For In Service requests, this is the date when you would like the new service to be connected.
Do you wish to reuse your existing LAN?
Tick the [Existing LAN] checkbox if you have an existing LAN with an IP Address range that you wish to use on N3.
Click here to request an IP address range.
Click here to view a list of valid subnet address masks.
Additional Information
Building:
(Required)
Floor:
(Required)
Room:
(Required)
Existing LAN:
3rd Party Systems Supplier:
(Required)
Business Activity:
Opening Hours:
Comments:
Delivery of your request may be delayed without specific information in the [Building], [Floor] and [Room] fields
Back
Next
Internet

First, populate the new site details, this is the site the CoIN service is to be moved to.

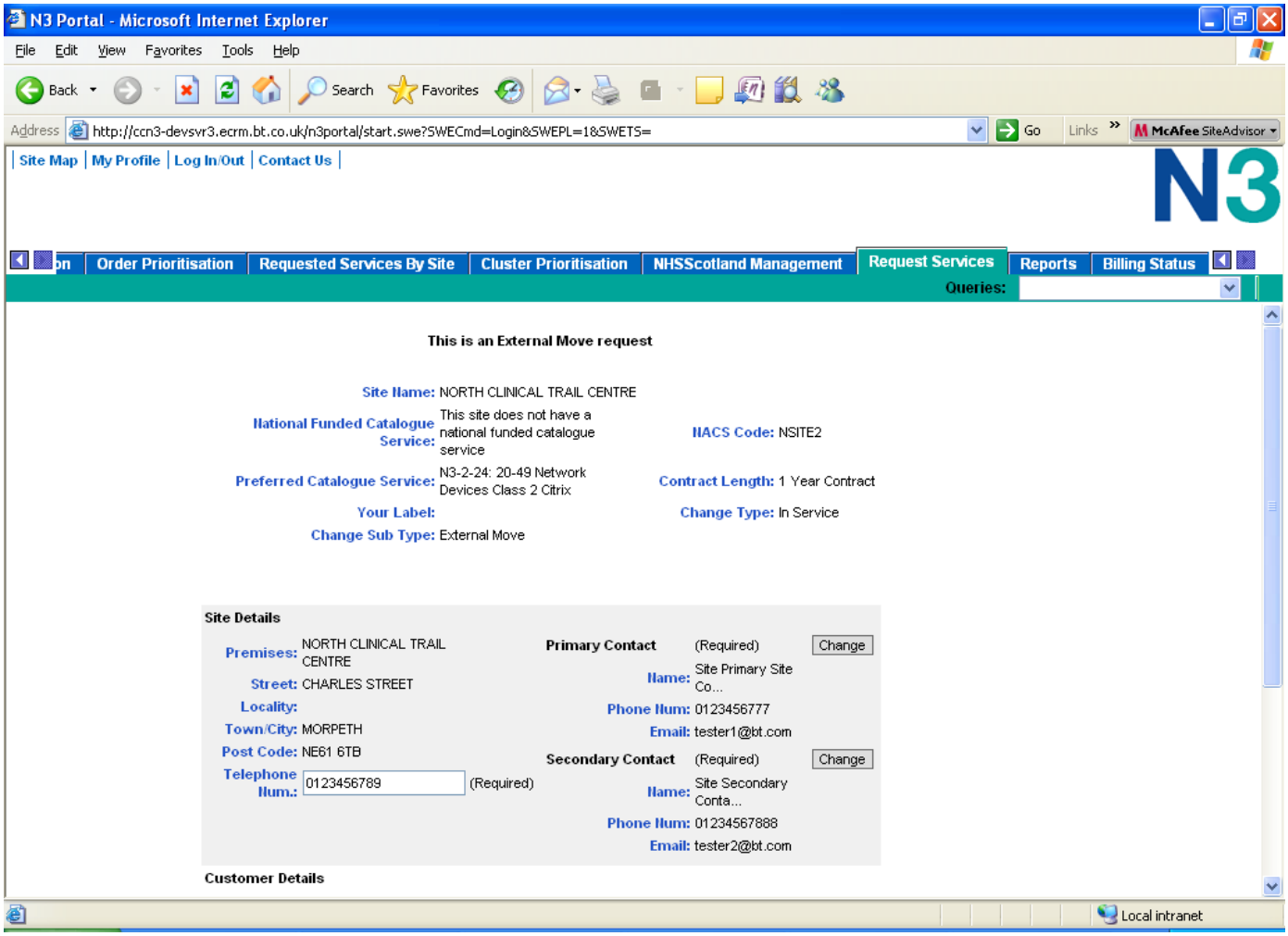
Click on the Glyph to the right of the ***'Site for New Service'*** field and select the new site.

Select the ***'Preferred Catalogue Service'*** then populate the ***'Customer Required By Date'*** – this is the date the new service should be connected.

Populate the remaining fields where necessary and then click the ***'Next'*** button to proceed.

A summary screen showing the new site and CoIN service details will be presented.

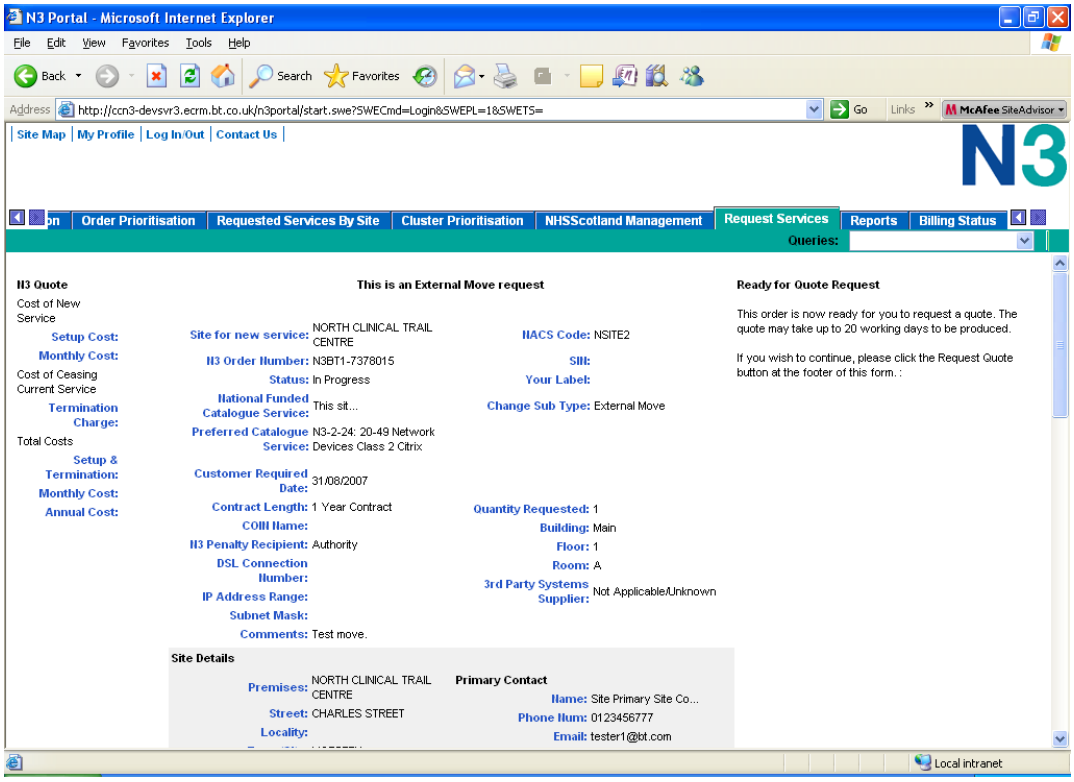
©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
This is an External Move request
Site Name: NORTH CLINICAL TRAIL CENTRE
National Funded Catalogue Service: This site does not have a national funded catalogue service
NACS Code: NSITE2
Preferred Catalogue Service: N3-2-24: 20-49 Network Devices Class 2 Citrix
Contract Length: 1 Year Contract
Your Label:
Change Type: In Service
Change Sub Type: External Move
Site Details
Premises: NORTH CLINICAL TRAIL CENTRE
Street: CHARLES STREET
Locality:
Town/City: MORPETH
Post Code: NE61 6TB
Telephone Num.: 0123456789 (Required)
Primary Contact (Required) Change
Name: Site Primary Site Co...
Phone Num: 0123456777
Email: tester1@bt.com
Secondary Contact (Required) Change
Name: Site Secondary Conta...
Phone Num: 01234567888
Email: tester2@bt.com
Customer Details
Local intranet

Ensure all the details are correct and ensure site telephone number and required Contact details have been specified then click the ***'Next'*** button to continue.

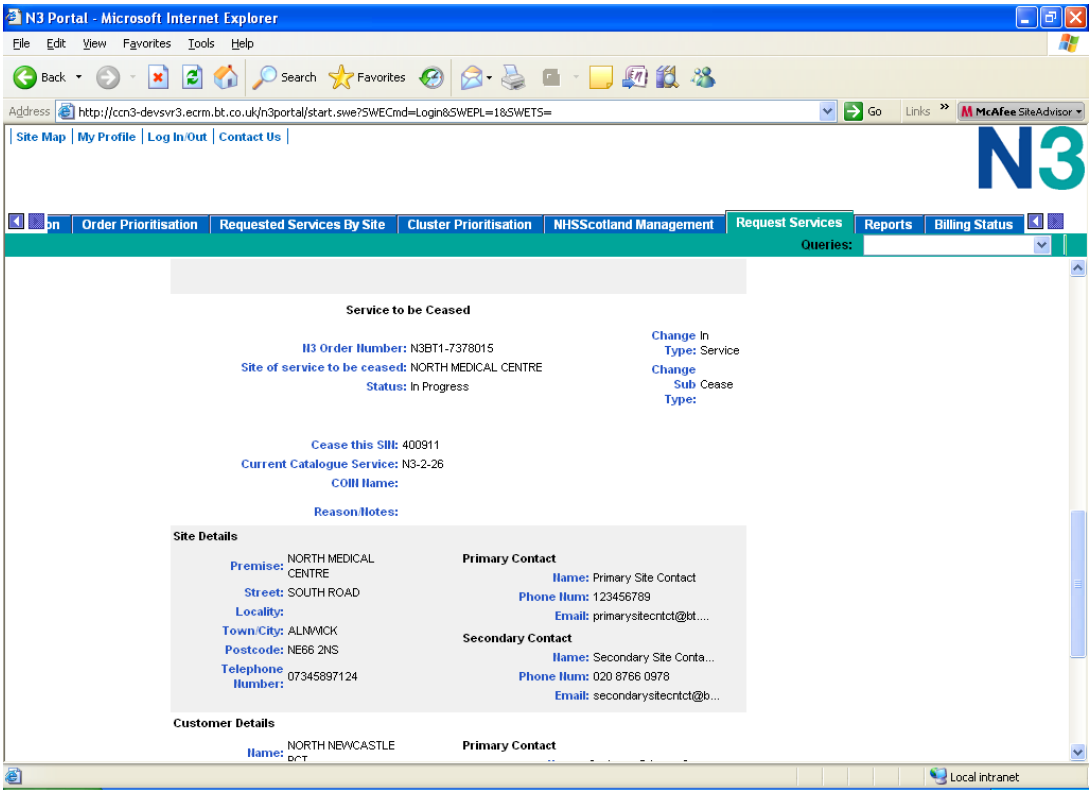
The next screen, shown below, summarises the entire request. The top-half details the New Site / New Service details:

©British Telecommunications Plc 2010


N3 Portal - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ccn3-devsvr3.ecrm.bt.co.uk/n3portal/start.swe?SWECmd=Login&SWEPL=1&SWETS=
Go Links McAfee SiteAdvisor
Site Map | My Profile | Log In/Out | Contact Us |
N3
Order Prioritisation | Requested Services By Site | Cluster Prioritisation | NHSScotland Management | Request Services | Reports | Billing Status
Queries:
N3 Quote
Cost of New Service
Setup Cost:
Monthly Cost:
Cost of Ceasing Current Service
Termination Charge:
Total Costs
Setup & Termination:
Monthly Cost:
Annual Cost:
This is an External Move request
Site for new service: NORTH CLINICAL TRAIL CENTRE
N3 Order Number: N3BT1-7378015
Status: In Progress
National Funded Catalogue Service: This sit...
Preferred Catalogue Service: N3-2-24: 20-49 Network Devices Class 2 Citrix
Customer Required Date: 31/08/2007
Contract Length: 1 Year Contract
COIN Name:
N3 Penalty Recipient: Authority
DSL Connection Number:
IP Address Range:
Subnet Mask:
Comments: Test move.
NACS Code: NSITE2
SIN:
Your Label:
Change Sub Type: External Move
Quantity Requested: 1
Building: Main
Floor: 1
Room: A
3rd Party Systems Supplier: Not Applicable/Unknown
Ready for Quote Request
This order is now ready for you to request a quote. The quote may take up to 20 working days to be produced.
If you wish to continue, please click the Request Quote button at the footer of this form. :
Site Details
Premises: NORTH CLINICAL TRAIL CENTRE
Street: CHARLES STREET
Locality:
Primary Contact
Name: Site Primary Site Co...
Phone Num: 0123456777
Email: tester1@bt.com
Local intranet

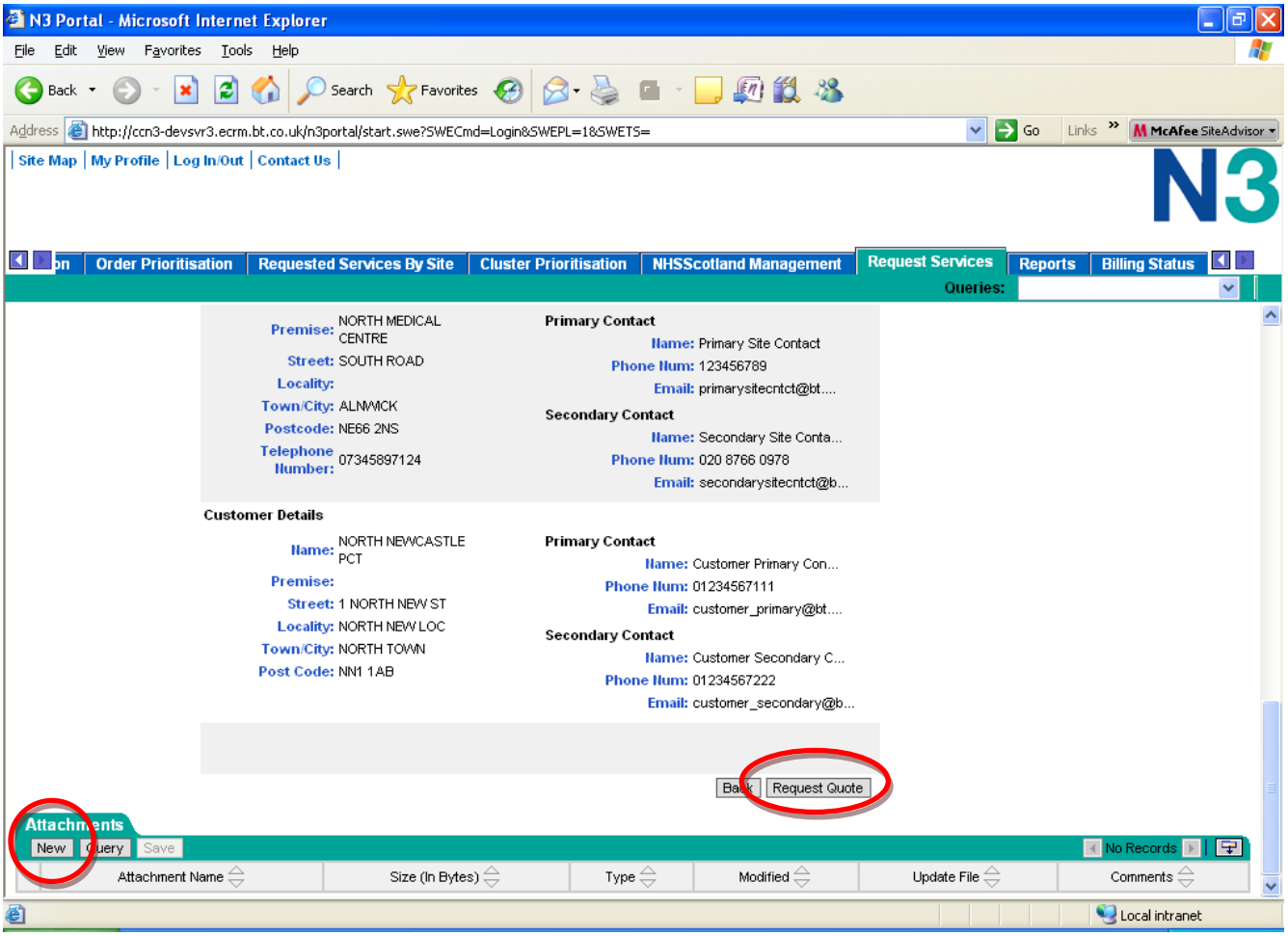
Use the ***'Back'*** button at the foot of the screen to modify any incorrect details.

The screenshot below is the bottom half of the summary screen and shows details of the existing service to be ceased:



©British Telecommunications Plc 2010

Documents/files to support the request can be attached by clicking the ***'New'*** button within the **'Attachment'** section. To submit your request, click on the 'Request Quote' button at the foot of the screen as displayed below:



An acknowledgement screen indicating the order reference number and the current status of the order will then be displayed.

The ***'Your Label'*** field is not mandatory and can be used as previously described. Once populated, click the ***'Continue'*** button to save.

This completes the order placement process for Customers wishing to place an In Service / External Move from a CoIN Service.

The N3 Help Desk can provide additional support or information.

To contact the Help Desk for further assistance please call 0800 0850503, and select option 3.

©British Telecommunications Plc 2010